

JOB TITLE: Supervisor, Student Services – Nevada County Campus (NCC)

PAY GRADE: Classified Supervisory (CS) 15

LAST REVISED: September 2021

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

OVERVIEW

Sierra College is committed to Guided Pathways to increase student achievement and timely goal completion and to close equity gaps. In that spirit, the Supervisor, Student Services – Nevada County Campus (NCC) is responsible to ensure areas of oversight afford an inclusive educational and employment environment and are focused on equitable outcomes for all. Under general direction of the Executive Dean of the Nevada County Campus, the Supervisor, Student Services – Nevada County Campus (NCC) supervises, assigns, and provides support and services related to the Student Equity and Achievement Program (SEA). This includes, but is not limited to, access, orientation, counseling/advising, probation, and follow-up activities as they relate to outreach, retention and completion. This position assists in planning and implementing student equity and achievement for students from historically underrepresented communities and other groups (including those on probation and dismissal); ensures compliance with Title 5, District and College policies as well as other applicable State, Federal laws and regulations; performs the more technical and complex tasks relative to assigned areas of responsibility; and ensures coordination and collaboration for the site's campus student services with relevant district management.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich diverse backgrounds that make up the campus community. The Supervisor, Campus Student Services must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities, various sexual orientations, individuals from historically underrepresented communities, and other groups to ensure the District provides strategies for success and pro-active, student-centered practices and policies committed to eliminating equity gaps.

REPRESENTATIVE FUNCTIONS

1. Coordinates with district staff to develop and provide equity-minded student services that meet the needs of the Nevada County Campus and community; ensures consistent implementation of and compliance with approved policies and procedures; and modifies and/or revises policies and procedures as needed to ensure equity-mindedness and ongoing compliance with Title 5 and other applicable state and federal regulations.
2. Assists with the coordination and planning of full and part-time NCC Counselor and classified staff yearly and daily schedules for the purpose of ensuring appropriate departmental

coverage; identifies resource needs and makes recommendations to allocate resources accordingly.

3. Participates in the development and implementation of short and long-term student equity program plans for historically underrepresented students and various student populations; makes recommendations for changes and improvements.
4. Participates in the equity-minded hiring and selection process of classified staff; supervises classified staff and student help; provides and/or coordinates staff training; works with employees to correct deficiencies; provides employee support, feedback and evaluation.
5. Facilitates and ensures, as appropriate, SEA services to high schools and other partners that provide educational support services such as WIOA contracted regional entity, county and community social services entities, library systems and similar organizations.
6. Coordinates and collaborates with the Marketing department to develop, publish and disseminate student services and support program marketing materials that are culturally inclusive and equity-minded, such as web and portal content, social media, informational publications, press releases and correspondences, and other technology mediums.
7. Coordinates and collaborates with district staff to ensure the consistency of services provided and accuracy of data reported through relevant technology platforms to the Management Information System (MIS).
8. Coordinates, facilitates and/or ensures the implementation of delivering quality and culturally inclusive student services through campaigns, events and similar initiatives.
9. Responds to internal and external inquiries related to SEA; resolves complaints in an efficient, timely and student-centered manner.
10. Maintains records concerning operations and programs; prepares required reports, responds to SEA and other related inquiries, as needed.
11. Chairs and/or attends campus, college, and departmental meetings to ensure coordination of support services and follow up activities.
12. Performs related duties as assigned.

MINIMUM QUALIFICATIONS: *The following describes the education, experience, knowledge, skills, and abilities required to enter the job and successfully perform the assigned duties.*

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

An Associate's degree or higher from an accredited college or university.

Experience:

Three years of formal training, internship or leadership experience in an educational setting; experience in a position reasonably related to the assignment preferred.

Knowledge of:

- Objectives of the Student Equity and Achievement program.
- Principles and procedures used in California community college programs including, but not limited to access, orientation, counseling/advising, academic standing, follow-up, and research/evaluation.
- California higher education policies, procedures, and practices.
- Principles and practices of success strategies for students.
- Methods and techniques of culturally inclusive marketing for a community college.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.
- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, various sexual orientations, individuals from historically underrepresented communities and other groups.

Ability to:

- Coordinate and facilitate the implementation of student equity and achievement strategies and programs for a diverse student body, including students from historically underrepresented communities and other groups.
- Supervise, support, organize, and review the work of assigned staff involved in the outreach, in-reach and the retention of community college students.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing student success and retention services.
- Understand the organization and operation of the District and outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Prepare reports.
- Participate in the preparation and administration of assigned budgets.
- Conduct culturally inclusive presentations to prospective students and parents, community and professional groups.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the areas of responsibility.
- Work cooperatively with other departments, District staff, and outside agencies.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, District staff, or other agencies on sensitive issues in area of responsibility.
- Demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals

from historically underrepresented communities and other groups.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Apply an equity-minded framework and ensure programs, services and processes are designed and delivered to meet the varying needs of all students.
- To interact and work effectively with a diverse population utilizing exceptional interpersonal and intercultural skills.
- Exercise sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
- Demonstrate an awareness, appreciation, and support of the cultural diversity of the community.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.