

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT  
SANTA ANA, CALIFORNIA

CLASS SPECIFICATION  
OCTOBER 2021

**ASSISTANT VICE PRESIDENT, STUDENT SERVICES  
JOB DESCRIPTION – ACADEMIC ADMINISTRATOR**

**POSITION OVERVIEW**

Under the administrative direction of the Vice President, Student Services, and in support of the Division of Student Services, plans, organizes, and provides administrative direction and oversight for operations and support functions assigned to Student Services, particularly those areas that impact enrollment, onboarding, and retention.

The Assistant Vice President, Student Services, under the administrative direction of Vice President, Student Services, plans, organizes, and provides administrative direction and oversight for operations and support functions assigned to Student Services. The Assistant Vice President will be responsible for developing, implementing and analyzing student access and enrollment management, student retention and support strategies, coordinating activities of the Division with department, outside agencies, and managing and overseeing assigned areas within the complex and varied functions of the Student Services Division. The Assistant Vice President oversees programs and services of the Student Services Division, including short- and long-term planning and program development, outcomes measurement and research efforts, administration of department policies, procedures, and programs; and oversight of several key Division programs, departments, and services.

**REPRESENTATIVE DUTIES**

Plans, organizes, and directs support services functions to assist the Vice President in planning, development, and implementation of College processes and Student Services Division support services.

Provides administrative leadership and oversight for the implementation of student access, belonging, and success programs, especially those that support the CCCC's Vision for Student Success through the areas that impact enrollment, onboarding, and retention.

Provides administrative leadership and oversight of services in support of the above, including, for example, Admissions and Records, Disabled Students Program and Services, Financial Aid, Health and Wellness, Student Conduct, the Student Equity and Success Program, Student Life and Leadership, and the Umoja Program.

Promotes effectiveness, efficiency, cooperation, coordination, and communication among departments and all constituencies within the Student Services Team.

Develops, disseminates, and interprets analytical information related to programs, services, and processes, analytics supportive of, student support outcomes, enrollment trends, accreditation, and required internal and state/federal external reports and provides and/or oversees training in these areas.

Assesses, develops, implements, and evaluates strategies to monitor and improve the quality of student support services.

Serves as liaison between Student Services and other College departments and teams to collaborate and coordinate mutual efforts.

Assists in ensuring that support services programs and services comply with established College, state, and federal standards, requirements, laws, codes, rules, regulations, policies, and procedures.

Ensures that Student Services information, web pages, promotional materials are current, effective, engaging, and broadly disseminated.

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**REPRESENTATIVE DUTIES (CONTINUED)**

Facilitates and enhances the participation governance processes and relationships through collaboration with faculty, staff, and students.

Collaborates closely with colleagues within Student Services and Instruction related to enrollment, registration, curriculum, articulation, transfer, assessment, and advisement.

Works effectively with schools and school districts, baccalaureate level colleges and universities, community groups, business and industry, and government and legislative bodies to develop partnerships which result in improved service to the community and to students.

Maintains current knowledge of new developments and innovations in community colleges and higher education, recommends changes to maintain relevance of programs and services and to develop new initiatives and interventions to meet students' needs.

Supervises and evaluates managers, staff, and faculty; interviews and selects employees; and recommends transfers, reassignments, terminations, and disciplinary actions; coordinates staff work assignments and schedules, and reviews work to assure compliance with established standards, requirements, and procedures.

Provides consultation and technical expertise to staff, faculty, administrators, and others concerning College operations and activities; responds to inquiries and provides detailed and technical information concerning College programs, departments, services, curriculum, courses, and related matters; assures proper and timely resolution of student, staff, faculty, and administrative issues, complaints, and conflicts.

Develops and prepares annual preliminary budgets for assigned programs, including categorical programs; monitors and analyzes operations, activities, programs, and courses to determine educational and financial effectiveness and operational efficiency; periodically analyzes and reviews budgetary and financial data; controls and authorizes expenditures related to specific programs.

Directs the preparation and maintenance of a variety of records and reports, including annual program reviews, grant- and categorically-funded programs; assures that mandated reports are submitted appropriately and according to established timelines.

Provides technical information and assistance to the Vice President, Student Services, regarding student support services, activities, student needs and issues; participates in the formulation and development of policies, procedures, and processes related to program compliance and reporting structures.

Attends and conducts various meetings as assigned; serves as a member of the Student Services Team; attends and participates in various committees and work groups; prepares and delivers oral presentations concerning College programs, courses, services, needs, and issues.

Assumes leadership and performs other duties within the Division and the College as assigned.

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**KNOWLEDGE AND ABILITIES**

**Thorough Knowledge of:**

1. The California Community College Chancellor’s Vision for Student Success, the Student-Centered Funding Formula, and strategic enrollment management practices in support of those mandates.
2. Diversity, equity, and inclusive practices, strategies, and frameworks.
3. Educational policies and practices that impact the development, delivery, and outcomes metrics for support services to students.
4. Specific strategies, research, and techniques to address the unique access, onboarding and retention needs of communitycollege students.
5. Principles and practices of effective leadership and administration of student services programs, departments, and initiatives.
6. Administrative principles and practices including the development, assessment and measurement of Support Services Outcomes and other metrics, goal setting and strategic planning, monitoring, measuring and reporting of goals, objectives, and outcomes.
7. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
8. Technical, legal, financial, and public relations issues associated with the management of support services and programs.
9. Applicable federal, state, and local laws, regulations, advisory directives, and procedures related to individuals’ rights, including non-discrimination and protections related to protected groups and populations.
10. Methods and techniques for the development of presentations, forums, training, correspondence, data compilation, and report writing.
11. Techniques for providing a high-level of customer service by effectively dealing with the public, vendors, students, and staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.
12. Principles and procedures of record keeping, technical report writing, and preparation of correspondence, presentations, and reports.
13. Modern office practices, methods, and computer equipment and applications.
14. English usage, spelling, vocabulary, grammar, and punctuation.

**Ability to:**

1. Work effectively with students, faculty, and staff from diverse backgrounds to promote access, equity, and inclusion.
2. Analyze situations accurately and adopt an effective course of action.
3. Make independent decisions within legal and general policy and regulatory guidelines.
4. Identify resources and develop grant or special project applications in partnership with departments, governmental bodies, and granting agencies.
5. Plan, organize, coordinate, evaluate, and direct College-wide and divisional operations, activities, programs, and services as assigned and directed.
6. Work collaboratively to institute educational effectiveness strategies, processes, systems, programs, and services.
7. Coordinate and direct communications, educational planning activities, program development functions, and strategies to communicate with students regarding College policies, processes, requirements, and opportunities.
8. Supervise and evaluate the performance of assigned staff, managers, and faculty.

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**KNOWLEDGE AND ABILITIES (CONTINUED)**

9. Direct and participate in the development, analysis, and implementation of College programs, services, initiatives, and strategies.
10. Develop, initiate, document, and evaluate processes related to goals, objectives, strategic actions, key performance indicators, and outcome measurements.
11. Assure proper and timely resolution of issues, complaints, conflicts, and grievances.
12. Provide consultation and technical expertise concerning College operations and activities.
13. Communicate effectively both orally and in writing.
14. Direct the development of a variety of reports, records, and files related to assigned tasks and activities; prepare comprehensive narrative and statistical reports.
15. Develop and implement goals, objective, policies, procedures, work standards, and internal controls for departments and programs.
16. Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner; oversee the expenditure and reporting of funds related to program requirements and College fiscal policies.
17. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
18. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
19. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
20. Conduct effective negotiations and effectively represent the Division and the College with governmental agencies, legislative bodies, and educational organizations.
21. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
22. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
23. Operate modern office equipment including computer equipment and specialized software applications programs.
24. Communicate effectively and clearly in person and through various medium.
25. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**MINIMUM QUALIFICATIONS**

**Education and Experience:**

Master's degree from a regionally accredited college or university with major coursework in fields related to student services, student affairs, student development, persistence and retention, or educational equity.

Five (5) years of increasingly responsible experience involving leadership of student support services, program development, and outcomes measurement of specialized programs for diverse students.

Board Approval: October 25, 2021