



JOB TITLE: Vice President of Student Services
CLASSIFICATION: Exempt **UNIT:** Professional Staff
DATE: 01/2019 **REVISION DATE:**
GRADE: 136
REPORTS TO: President

TYPE OF SUPERVISION GIVEN TO OTHERS: Direct supervision given to Dean of Enrollment Management, Director of Student Life and Engagement, Director of TriO and Tutoring, QC Athletics, Director of Financial Aid, Director of Educational Services, Counseling and Title IX and Compliance.

GENERAL RESPONSIBILITIES: The Vice President of Student Services is responsible for leadership in the planning, development and administration of units responsible for student recruitment, student retention and student success. Included in this position are the functions of, staffing, personnel, professional development and evaluation, and budget and goals development and implementation.

DESCRIPTION OF ESSENTIAL DUTIES:

- a. Provide overall leadership and coordination for a comprehensive program of integrated student-centered services for the College, including, counseling, advising, disability services, student life and college assessment programs.
- b. Plan, organize, direct, and evaluate new support service opportunities for students in collaboration with College departments and external organizations.
- c. Administer the Student Complaint process.
- d. Develop and administer new and emerging programs that are technology enhanced and responsive to supporting student success.
- e. Ensures programs and services at multi-campus locations align to district wide initiatives.
- f. Responsible for coordination of commencement activities.
- g. Provide for the recruitment, assignment, supervision, and evaluation of staff in accordance with College policies and work with Human Resources with regard to personnel corrective actions.
- h. Responsible for the development and monitoring of the Student Services operating budget.
- i. Prepares state and federal reports as required.
- j. Responsible for the Student Handbook and appropriate portions of the College Catalog.
- k. Responsible for developing initiatives and programs with external groups to grow enrollment.
- l. Participates, as appropriate, on campus and College-wide committees and task forces and provides leadership for special projects as needed.
- m. Establish annual goals for Student Services and implement assessment plans within student services culminating in annual reports detailing improvements and accomplishments.
- n. Develop appropriate policies and procedures for Student Services and participate in PC's regular review of Administrative Guidelines.

DESCRIPTION OF OTHER DUTIES:

- a. Serves as a Campus Security Authority.
- b. Establishes and maintains positive working and professional relationships with all College affiliates, community groups, schools, local and national groups, agencies, and professional organizations.
- c. Provides leadership in planning for current and long-range educational, financial and facility needs of program areas.
- d. Performs effectively in a comprehensive community college union environment.
- e. Performs other job related duties as assigned.

OVERALL ACCOUNTIBILITIES:

- a. Demonstrates BHC core values.
- b. Accuracy of work.
- c. Efficiency of work.
- d. Commitment to ethnically and culturally diverse learning environment and workforce.
- e. Ability to work cooperatively with co-workers.

- f. Ability to communicate in pleasant manner with employees, student, vendors, and general public.

PRINCIPAL WORKING RELATIONSHIPS:

- a. Works directly and cooperatively with Vice Presidents.
- b. Works directly with the academic and extended education deans.
- c. Works cooperatively with faculty and staff.
- d. Works cooperatively with Advisory Committees.

EDUCATION AND EXPERIENCE: (To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required.)

- a. Earned doctorate from an accredited institution or a master's degree with at least 3 years senior level experience in student affairs and student services at a community college.
- b. Minimum of five years administrative experience at the post – secondary level required.
- c. Successful leadership in program development, evaluation, with an understanding of how to motivate members of the institutional community in achieving excellence required.
- d. Training and experience specifically related to supervision, budget management and strategic resource allocations and planning processes preferred.
- e. Three or more years of experience in management of student support programs and/or student services areas preferred.
- f. Experience with student data base preferred (e.g. Hobsons, SCT Banner, PeopleSoft, Datatel, etc.).
- g. Excellent communication and interpersonal skills while maintaining high visibility and an enthusiastic approach to internal and external responsibilities required.
- h. Demonstrated involvement in strategic planning and continuous quality improvement initiatives preferred.
- i. Experience in a collective bargaining environment preferred.
- j. Experience in a multi-campus environment preferred.
- k. Experience in change management; starting or reinvigorating a Student Services Department.

The above statements reflect the general details necessary to describe the principle functions of the described job; it is not an all-encompassing statement of all the work requirements that may be necessary to perform the job.