

<u>POSITION CLASSIFICATION</u>				<u>FLSA STATUS</u>	
Administrator	<input checked="" type="checkbox"/>	Faculty-Managerial	<input type="checkbox"/>	Exempt	<input checked="" type="checkbox"/>
Managerial	<input type="checkbox"/>	Faculty	<input type="checkbox"/>	Non-Exempt	<input type="checkbox"/>
Professional	<input type="checkbox"/>	Classified	<input type="checkbox"/>		

Position Title: Vice President, Student Services

Division: Student Services

Department: Student Services

Program/Workgroup (if applicable): President's Executive Cabinet

Primary Location: Laramie County Campus – Cheyenne, WY

The mission of Laramie County Community College is to transform our students' lives through the power of inspired learning. Our over-arching goal is that our accomplishments as a community college will distinguish LCCC from others in the nation, in turn benefiting our communities and bringing pride to the Great State of Wyoming. Our core values include Passion, Authenticity, and the Desire to Make a Difference.

Job Summary: *Core responsibilities of this position include:*

Reporting to the President, the Vice President of Student Services is the College's Chief Student Affairs Officer, a member of the President's Executive Cabinet, and is ultimately responsible for ensuring the College's student services are the best in the nation. These services include the areas of: Admissions, Placement Testing, Student Planning and Success, Office of the Registrar, Recruitment, Student Government, Student Activities, Financial Aid, Athletics, Residence Life, Student Conduct, Counseling and Wellness, and Disability Services for Students, and Trio SSS program in a multi-campus environment.

In addition, the Vice President oversees the development, implementation, and continuous evaluation of a comprehensive enrollment management plan; ensures Student Service offices and staff are prepared for and committed to serving the unique and diverse needs of the College's students; and oversees a variety of student services programs that promote student success, learning, and development. This position also provides leadership and managerial oversight for student services departments through effective staffing, planning, and evaluation of personnel as well as developing and managing budgets for student services.

The Vice President must relate well to the diversity of faculty, staff and students, and to the unique needs of the College. The Vice President must be committed to shared governance, teamwork, and creative leadership. The most sought after characteristics of this position's leadership requirements include sound judgment, flexibility, creativity, resourcefulness, humility and excellent communication, coaching, interpersonal, and motivational skills.

LCCC in its strategic plan has identified important Core Values and Aspirational Values, which are inherent in the cultural fabric of the College. The person fulfilling this role is expected to bear these qualities and advocate for them. <http://lccc.wy.edu/StrategicPlan/index.aspx#goal1>

Other tasks may be assigned based on contemporary institutional need.

Organizational Relationship:

The Vice President of Student Services reports directly to the President. However, this position will work within broad policies, procedures, general guidelines and laws affecting areas of work but will not receive day-to-day, prescriptive guidance from the President. Ultimately, this position has the authority for exercising independence and autonomy in its work to fulfill the responsibilities listed within this document, as well as College priorities set by the President. Positions reporting directly to the Vice President of Student Services include the Dean of Students, Director of Athletics, Registrar, Director of Admissions and Student Hub, Director of Student Planning and Success, Director of Financial Aid and Scholarships, Student Services Business Analyst, and Executive Assistant to the Vice President.

Education and Experience Requirements:

Minimum Qualifications:

- Master's degree from an accredited institution is required, preferably in a related field;
- Two Years of experience working in an educational environment, preferably a community college;
- Five years of experience in employee supervision and performance management; and
- Five years of professional experience with progressively increasing responsibilities in areas directly related to this position's oversight.

Preferred Qualifications:

- Doctorate from an accredited institution in a related field;
 - Deep knowledge of national trends facing community colleges such as Guided Pathways, best practices to increasing college completion, etc.;
 - Administrative/executive work experience in higher education, preferably in a community college;
 - Experience coordinating or working within Title IX compliance programs; and
 - Senior-/Executive-level experience overseeing student service programs & initiatives (e.g., enrollment management, student data systems, multi-cultural student populations, recruitment & retention, support programs & services, plus managerial experience with budget management & emergency/crisis management).
 - Dependent on candidate experience, this position may serve as the Title IX Coordinator for the institution. Previous Title IX experience is preferred.
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Essential Functions: *(to perform successfully in this position, an individual must be able to perform essential duties satisfactorily as well as possess education/experience, employ the knowledge, skills, and abilities as listed in representative fashion; reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions – this position is **Exempt, i.e., is not** eligible for compensatory or overtime pay provisions of the FLSA. This listing of essential duties is not all-inclusive, but representative; other duties may be assigned).*

The Vice President of Student Services is responsible for the effective conduct of the student affairs of the College and assists the institution in strategically deploying services to achieve its educational mission and improve student success and institutional effectiveness. This position plans, directs and evaluates the student services of the

College including admissions, advising, student life, student records, disability support services, placement testing, etc. More specifically, the major responsibilities of the position include:

General Leadership/Management:

- Serves as the chief advisor to the President, and in his/her absence, the Vice President speaks for the College on strategic matters related to the student services of the institution.
- Serves as a liaison between the President and other Wyoming Community Colleges, the Wyoming Community College Commission (WCCC), State Government and Legislature, and other external constituencies regarding the student services of the College.
- Participates as a member of the College's executive team (President's Cabinet) by providing authoritative student services advice for use in decision-making and establishing the priorities of the College.
- Collaborates effectively with College leaders and teams on critical and/or complex business problems with the goal of developing effective solutions to these problems in part through leveraging the College's student service-related policies, procedures, and regulations.
- Establishes the objectives, scope of service, structure, staffing, work methods, and performance standards for organizational units comprising Student Services and monitors units for effectiveness and operational efficiency.
- Effectively supervises and conducts performance management for the deans and directors and other employees this position supervises directly or is responsible for indirectly.
- Represents the College at a variety of meetings, committees, and conferences addressing student affairs operations of the College.
- Makes operational and administrative decisions on a daily basis. The position works with other members of the President's cabinet to formulate policy and make high-level decisions that affect the entire College.
- Interacts with faculty, staff, students and the general public on a daily basis, and will confer regularly with LCCC administration, other Wyoming Community College staff, as well as WCCC staff in order to accomplish the work assigned. This position may also have frequent interaction with Legislators and other elected officials, especially during legislative sessions.
- Represents the College in a variety of public settings and will have the authority to speak and act for LCCC in consultation with the President, and make operational decisions regarding student services.

Student Services Management

- Oversee the development, implementation, and continuous evaluation of a comprehensive strategic enrollment management plan.
- Ensure Student Service offices and staff are prepared for and committed to serving the unique and diverse needs of the College's students.
- Oversee and develop a variety of scalable student services programs that promote student success, learning, and development.
- Provide leadership and managerial oversight for student services departments through effective staffing, planning, developing, and evaluation of the deans and directors as well as developing and managing budgets for student services.
- Utilize application and enrollment data to develop goals and objectives to assist the College in achieving its mission.
- Accountable for implementing and enforcing policies and regulations for the College which pertain to student life and student services in general, including student conduct issues and issues related to Title IX and ADA compliance.

- Work closely with Campus Safety to ensure support of students' safety and security in all Student Services departments.
- Lead assessment and continuous improvement efforts for all functional units under the vice president's authority.
- Collaborate with institutional research to collect, manage and analyze student data for use in planning & development throughout the College.
- Serve as a leading member of the College's Crisis Team.
- Support positive relations for the college by communicating and becoming involved with local & regional community and civic organizations on behalf of the College.
- Remain competent and current regarding student services and community college issues.

Nonessential Functions: *An employee in this position may perform some of these responsibilities on an infrequent basis.*

Other duties as assigned to support the overall operation of the College and/or illustrate commitment to supporting job functions at any level of the institution including serving on and leading College committees as necessary, participating in local, state, regional and state professional organizations, and attending College and community events.

Knowledge, Skills, and Abilities:

Desired Personal Attributes:

The ideal Vice President of Student Services will possess a cadre of personal attributes that allow him/her to relate well to the diversity of faculty, staff and students, and to the unique needs of the College. The Vice President must be committed to shared governance, team work, and creative leadership, and possess the characteristics of sound judgment, flexibility, creativity, resourcefulness, and excellent communication skills. Other desired personal attributes of this person include:

- The ability to work and lead effectively in a collegial and participatory manner emphasizing team-building with all segments of the campus community;
- Effectively analyze problems, determine solutions, and take decisive action leading to successful results and outcomes;
- Effectively and appropriately delegate responsibility, motivate, direct, develop, and formally evaluate the work of others;
- Conduct complex analytical studies, evaluate alternatives, and develop and implement sound recommendations;
- The ability to apply a high level of sound, independent judgment in the solution of complex business problems;
- Aptitude in the preparation and presentation of effective reports, recommendations, and correspondence;
- Represent the College to employees, students and the general public, demonstrating the personal characteristics of integrity, openness, creativity, and appreciation of others;

- Comfort and awareness of governmental, political and legislative processes, and Wyoming State and Federal statutes as applicable;
- Willingness and general interest in communicating effectively with faculty, staff, students, civic and other groups, and the general public;
- The ability to anticipate conditions and plan ahead to overcome challenges or capitalize on opportunities;
- Track record of establishing and maintaining effective relationships with the business community and administrative and executive offices of the state and system; and
- Exercise tact, originality, and resourcefulness.

Required Knowledge Skills and Abilities:

- Demonstrated ability to develop, analyze and implement effective and innovative student service strategies;
- Knowledge of all student services related programming to include but not limited to; recruitment, admissions, orientation, registration, records, advising, career services, counseling, student government/leadership, student activities, residential living, student conduct, disability services, athletics and intramural sports and recreation.
- Ability to interact with and relate to students of diverse backgrounds and characteristics;
- Understand and execute the role of executive sponsor for projects in student services;
- Ability to develop and manage budgets in accordance with strategic initiatives;
- Utilize software and technology such as Microsoft Office Suite, integrated database (Colleague, Datatel), college portal, the Internet, and other applicable applications and software as needed;
- Evidence of being innovative and creative, particularly related to the continuous improvement of student supports services, or other types of innovation leading to improved student success;
- Knowledge of enrollment management, student development theory and student services professional practices;
- Ability to effectively collaborate with other executives, leaders and teams to achieve organizational goals;
- Demonstrated ability to effectively manage and coach as an employee supervisor;
- Track record of engaging and contributing to larger organizational issues beyond the confines of typical position-related functions (e.g., beyond finance and administration); and
- A commitment to and understanding of the mission of the Community College.

Preferred Knowledge Skills and Abilities:

- Knowledge and use of continuous quality improvement principles in organizations;
- Experience developing, overseeing, and administering policies, procedures and programs pertaining to ADA, Title IX, and other civil and human rights laws;
- Knowledge of strategic and operational plan development, deployment and evaluation;

Physical/Mental Demands: *(The physical demands and work environment characteristics described herein are representative of those that must be met by an employee to successfully perform essential functions of this position and/or may be encountered while performing essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

Position Description

- To successfully perform the essential functions of this position, an employee must be able to maintain appropriate composure and necessary confidentiality with regard to both past and current employee, student, and donor data; documents; issues; etc., and respect privacy needs of employees, students, donors.
- While performing the essential functions of this position a variable work schedule may be required including long workdays, evenings, and weekends as needed.
- While performing the essential duties of this position, an employee would frequently be required to move around the assigned work areas as well as within hallways, meeting rooms, and other parts of the campus facilities.
- There may be multiple/daily instances of prolonged sitting, standing, and personal computer use, which would include keyboard and/or mouse usage as well as viewing a computer monitor.
- An employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds to perform essential position functions.
- Specific vision abilities required by this position include close vision, distance vision, and ability to adjust focus.
- The overall work environment requires the mental ability to shift focal point quickly due to interruptions; an employee must be able to mentally track multiple projects and tasking as well.
- The noise level in the work environment is usually moderate; however, there may be unexpected instances of somewhat loud sounds.
- It is not uncommon for individuals holding this position to experience times of extended hours of work to meet deadlines or handle critical projects. In addition to the hours of work associated with these peak times, the position may also experience varying levels of stress because of the critical nature of this work.
- There may be occurrences of employees, past employees, members of the general public, and others who express opinions, may exhibit strong emotions, which will require the employee to interact professionally, diplomatically, and appropriately in such situations.
- Overnight travel to meetings, conferences, and trainings may be required.

The overall work environment requires the mental ability to shift focal point quickly due to interruptions; an employee must be able to mentally track multiple projects and tasking as well. *NOTE: This position description is a general description; it is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of the College are expected to perform other tasks as assigned by their respective supervisor/manager regardless of job title or routine job duties.*

HR OFFICE PROCESSING

	DATE	INITIAL
PD RECEIVED		
PD REVIEWED		
PD APPROVED		
POSITION DESCRIPTION EFFECTIVE DATE		

Employee Name: _____

Employee Signature: _____ Date: _____