

## San Jose · Evergreen Community College District Supervisor Job Description

**Position:** Supervisor, Student Success

**Department:** Student Affairs

**College:** Evergreen Valley College

**Date:** February 25, 2015

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### POSITION PURPOSE

Under general direction of the Dean of Student Success or an assigned administrator, the Supervisor, Student Success supervises, assigns, and coordinates services related to Student Success and Equity programs. Services include but not limited to orientation, assessment, outreach, counseling/advising, probation, early alert and other follow-up activities to support the department in meeting the Student Success mandates. The Supervisor is responsible for coordinating day to day operations, events and activities, overseeing classified staff within the department to improve student retention, course completion, graduation, and/or transfer rates, and monitoring the Student Success and Equity budgets.

### NATURE and SCOPE

The Student Success Supervisor has primary responsibilities for Student Success and Equity programs. This position will assist in planning and implementing student equity activities and ensure compliance with Title V and other applicable regulations. This position will design and implement student success and retention initiatives, and communicate with faculty and student services personnel concerning student success and equity efforts.

### KEY DUTIES and RESPONSIBILITIES

1. Coordinate and oversee aspects of the Student Success program, services, and its day-to-day activities, ensuring compliance with federal/state regulations, guidelines and policies.
2. Provide direction in coordinating student equity strategies for the college through collaboration with faculty, staff, and administrators.
3. Participate in the development and implementation of short-term and long-term Student Success and Equity program plans for students including early alert interventions for general, special populations and historically underrepresented students; make recommendations for changes and improvements.
4. Identify and review resource needs related to Student Success and Equity projects and make recommendations for changes and improvements.
5. Coordinate and align work with other complementary funds such as the Basic Skills Initiative and the Student Equity Plan.
6. Facilitate and provide workshops designed to deliver quality services in an efficient manner including but not limited to: new student orientation, parent information sessions, probation interventions, undeclared majors, and self-services technology tools such as CCCApply and Early Alert.
7. Act as liaison between the college and other educational institutions (K-12, colleges, and universities) and/or industry professionals to enhance services to the Student Success programs and the participants.

8. Provide direction in marketing activities by developing, publishing, and disseminating Student Success program materials such as web and portal content, social media, informational publications, press releases and correspondences, and other technology mediums.
9. Coordinate and collaborate with district staff to ensure the consistency of services provided and accuracy of data reported through the Management Information System (MIS).
10. Maintain records concerning operations and programs, prepare required reports, and respond to surveys as needed.
11. Respond to internal and external inquiries related to Student Success operations and programs; resolve complaints in an efficient and timely manner.
12. Assist the Dean of Student Success in the development and administration of annual budget for assigned area.
13. Supervise and evaluate the performance of classified staff in the Student Success department; interview and participate in the selection of employees; train, counsel, and discipline personnel according to established policies and procedures.
14. Establish and maintain communication and effective working relationships with campus and the district resources for various phases and operations of the Student Success process including educational planning, assessment, orientation, advisement and follow up.
15. Work collaborative with managers from categorical and special programs to coordinate and implement Student Success and Equity activities and services.
16. Perform other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Objectives of Student Success program and Student Equity requirements.
2. Principles and procedures used in community college administration such as access, orientation, assessment, counseling/advising, academic standing, follow-up, and research/evaluation.
3. Pertinent Federal, State and local laws, codes and regulations for higher education.
4. Principles and practices of success strategies for "at risk" populations.
5. Methods and techniques of marketing for a community college.
6. Principles of supervision, training, and performance evaluation.
7. Basic principles and procedures of budget preparation, administration, and record keeping.
8. Business letter writing and basic report preparation.
9. Office procedures, methods, and equipment including computers and software applications.

### **Skills and Abilities to:**

1. Direct and coordinate Student Success programs for general and special population students.

2. Supervise, organize, train and evaluate the work of technical and clerical personnel.
3. Recommend and implement goals and objectives of the assigned program.
4. Interpret, explain, and apply District policies and procedures.
5. Collaborate with administrators and other members of the campus community in preparing reports and schedules for program course and support services.
6. Conduct presentations to prospective students and parents, community and professional groups.
7. Establish and maintain cooperative-working relationships with those contacted in the course of work.
8. Work independently with a minimum of supervision.

**Education and Experience:**

1. Bachelor's degree in a related field.
2. Three years of relevant experience in an academic setting and/or coordinating role, including supervisory or related leadership experience.
3. Experience working with community college and high school students and people from economically and educationally disadvantaged backgrounds.
4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**Working Conditions:**

1. Typical office environment.

Approved: 2/24/15  
Salary Range: S-115  
EEO-Category: 2B2 – Other Professionals