

**San Jose/Evergreen Community College District
Academic Management Job Description**

Position: Dean, Student Services

Department: Student Services

POSITION PURPOSE

Under direction, the Dean, Student Services plans, develops, organizes, directs, integrates and evaluates the operations and activities of assigned Student Services departments and programs including, but not limited to, articulation, counseling, educational support programs, cohort-based learning communities, enrollment and outreach, and financial aid management; international student program, categorically funded state programs; specialized student support services; plans, aligns and administers departmental budgeting, financial tracking and reporting including soliciting and administering grants; works closely with Vice Presidents, other administrators, faculty and classified professionals to deliver integrated programs to promote student success and completion; collaborates with external partners to deliver integrated and specialized student support programs and services that promote student success and attainment of educational goals; provides leadership for program development in accordance with the College's mission, vision, values, and goals; ensures accurate and timely collection and reporting of student and program information, and adheres to complex federal and state funding and reporting rules, regulations and reporting requirements; provides complex professional assistance to the Vice President, Student Services in areas of expertise; and performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification and assigned duties may include work which is similar, related or a logical assignment to this class.

1. Plans, directs, controls, integrates and evaluates the work of managers, classified professionals, students and faculty assigned to student support programs; collaborates with directors and managers to develop, integrate and evaluate student services, guidance, discipline and matriculation work plans to support students in achieving academic goals and educational success; plans, develops and implements strategic initiatives and services to increase equity in policies and processes for specific student populations; contributes to the development of annual budgets and tracks performance against funding allocations to ensure compliance with legal mandates; manages and directs development, implementation and evaluation of plans, work processes, systems and procedures to achieve annual goals, objectives and work standards for service areas.
2. Directs and manages the work assignments and performance of assigned managers, faculty, and classified professionals; interviews and participates in selecting employees; trains, counsels, and disciplines personnel according to established policies and procedures; completes faculty evaluations for full-time faculty; conducts evaluations for all associate faculty in conjunction with peer faculty evaluators; ensures assigned classified professionals is adequately educated and trained in working with students from all segments of the community; supports reporting managers and/or administrators regarding disciplinary actions and grievances; approves related decisions.
3. Develops and monitors instructional curriculum, schedules, resources and data to meet the division's needs; plans, implements and evaluates short- and long-range strategies, goals and objectives in collaboration with partner deans to develop and modify academic curriculum and prioritize resource needs; oversees course articulation function and maintains compliance with accreditation and regulatory requirements.
4. Coordinates and monitors the delivery of enrollment, outreach, counseling, academic support, health and other student services; directs processes to identify and resolve gaps or overlaps in service; ensures centers are appropriately operated and that needed student support resources and technical infrastructure are available; leads and directs division staff in developing and applying

new methodologies, technologies and business process improvements to achieve higher efficiency, productivity and customer service in department work processes.

5. Develops, implements and monitors cohort-based Learning Communities programs/services and grant-funded programs serving underrepresented students; ensures District, categorical and grant-funded student support programs provide equitable access to education for all students and support divisional strategic plans and initiatives; collaborates with academic and student support program managers, faculty and classified professionals to build, foster and advance student-centered services and activities; researches, develops, recommends and implements externally-funded initiatives and opportunities.
6. Directs, plans and assigns responsibility for determining eligibility for and disbursement of financial aid to students in the form of grants, loans, scholarships and work study; ensures that eligibility requirements are evaluated and documentation is maintained in compliance with complex state and federal regulations and restrictions; oversees the compilation and submission of reports to the state and federal government on financial aid activities.
7. Directs efforts on program reviews and assists departments with assessing and evaluating programs, services and activities to ensure service area outcomes are student centered and aligned with the college's objectives; oversees the development of program/department enhancements and action plans; supports departments on updating standards and operations for programs and co-curricular engagement by ensuring associated activities support the college's academic mission, academic principles and student matriculation; participates in the accreditation process.
8. Directs the preparation of class schedules and production of catalog information, program information and multi-year instructional plans; assigns faculty to classes, monitors schedules, faculty and staff workload for accuracy throughout the semester; ensures accurate and timely attendance reporting for all courses offered in the division.
9. Participates in the development and administration of the department budget; prepares and administers the annual budget for assigned areas of responsibility; reviews and approves expenditures including acquisition of supplies and equipment in compliance with District policies and procedures; prepares and maintains a variety of records, reports and justifications related to assigned budget; plans and recommends resource allocations for instructional and student support programs including staffing, technology, facilities and fiscal accountability.
10. Collaborates with other Deans and the Vice President of Student Affairs in providing integrated, coordinated and comprehensive student support services to effectively support student success; promotes excellence in teaching, counseling, and librarianship; facilitates instructional agreements, and guided pathways.
11. Researches, recommends, applies for and evaluates categorical, state and grant-funded initiatives and opportunities; ensures compliance with external funding guidelines, legal mandates and reporting requirements; develops and presents reports and recommendations for a variety of programs and projects, and integrates the division's functions to reflect student, campus and community needs.
12. Oversees and participates in the tracking, aggregation, analysis and reporting of data extracted from internal and external databases; analyzes, evaluates and develops reports, recommendations and plans for student programs and assigned areas; ensures accuracy and timely submission of mandated reporting.

13. Collaborates with leaders in the private and public sectors and educational agencies to determine needs for new courses and programs; analyzes, determines and recommends new college sites and centers for instructional programs and services in response to the needs of students and communities.
14. Provides leadership and advocacy in the use of technology to deliver services to students; coordinates with Information Technology Services and Support (ITSS) and various stakeholders in identifying, verifying and removing fraudulent student applications, class registration and financial aid; develops and maintains proper records on fraud activities and provides reports to the State Chancellor's Office according to requirements; maintains current knowledge in the latest technology related to functional areas, including hardware and software capabilities.
15. Maintains an understanding of current ideas, trends, laws, regulations, guidelines and practices pertaining to areas of responsibility through continued study and participation in professional organizations; seeks and participates in professional development activities.
16. Participates in and provides guidance on participatory governance consultation and collaborates with the Senates and other groups regarding the planning, implementation and review of academic programs, services, activities and related matters.
17. Makes presentations to executive management, the Board of Trustees, and other board-level groups; represents the District and Colleges at local, regional, state and national conferences, meetings, workshops and training seminars.
18. Performs other related duties as assigned.

As assigned to Admissions and Records:

19. Develops, implements and monitors Admissions and Records department services including reviewing and evaluating admissions practices, technology integration and ensuring standards and procedures align with Title 5, Ed Code, Federal Government and District Policies and Procedures.
20. Serves in the capacity of a College Registrar; coordinates with department staff and faculty to assist students in successfully navigating institutional processes and procedures; directs the evaluation of foreign, domestic, high school and transfer transcripts and verification of athletic eligibility; provides support to faculty with census reporting, class adds/drops, early alert monitoring and grading.
21. Directs the certification of students receiving Veterans' Educational Benefits and supervises the liaison with federal and state agencies.
22. Plans and directs international students programs; ensures students meet visa requirements, admissions and financial obligations as nonresident students at the College, including nonresident tuition, housing, transportation, textbooks, school supplies, health insurance, and related expenses; may serve as Principal Designated School Official (PDSO) for F-1 international student visa holders with the Student and Exchange Visitor Program (SEVP).

MINIMUM QUALIFICATIONS

Knowledge of:

1. Administrative management principles and methods including goal setting and long-range planning, program development/implementation, delegation and employee supervision.
2. Theories, principles and practices utilized to research, develop and implement higher-education student learning and success programs and services.

3. Computer-based technology for management of assigned divisions/areas and for instructional and instructional support services.
4. Effective outreach and recruitment strategies.
5. Student learning outcomes and counseling/assessment theories and practices.
6. Service area outcomes and student services theories and practices.
7. Equity-minded and high-impact instructional and student services strategies.
8. Pathway graduation and transfer requirements.
9. Principles and practices on curriculum development, administration and schedule building.
10. Principles of program evaluation and student assessment.
11. Learning theory, teaching techniques and instructional delivery modalities.
12. Dual & Concurrent Enrollment, Middle College and Early High School Programs.
13. Funding and budget methods and regulations regarding the use of funds.
14. Federal, state and other applicable laws and regulations and District policies and procedures governing enrollment services including applicable sections of the California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA).
15. Theories and techniques of negotiation, mediation and conflict resolution.
16. Principles and practices of effective management and supervision.
17. Principles and practices of strategic planning.
18. Principles and practices of organizational improvement and culture change.
19. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

As Assigned to Admissions and Records/Financial Aid:

20. International Students admissions and registration requirements and restrictions including current student visa application rules and regulations, enrollment forms and student record verification.
21. Financial Aid Programs and other financial assistance available to students at the community college level including those related to the Veterans Educational Benefits.

Skills and Abilities to:

1. Plan, organize, direct and evaluate the programs, activities and curriculum of assigned Student Services programs.
2. Direct divisional planning and program review processes including developing and monitoring student learning and success outcomes; participate in accreditation processes.
3. Identify and remove barriers for enrollment and student educational success.
4. Identify and implement processes and technological improvements to enhance student access, engagement and enrollment.
5. Provide divisional administrative and financial management.
6. Understand, interpret and apply policies and procedures, regulations, government and state code, and other applicable laws.
7. Understand the needs of assigned areas and participate with the management team to coordinate projects and set goals/priorities.
8. Organize and chair meetings, lead workshops, facilitate group discussions, and involve faculty and classified professionals in idea generation, goal setting, and decision making.

9. Represent the District and Colleges in a variety of forums and interactions with other educational institutions, partnerships, community groups and the public.
10. Present solutions to upper management with confidence and effectiveness.
11. Schedule, coordinate, direct and evaluate the work of assigned employees.
12. Build and foster knowledgeable, cohesive and effective work teams.
13. Establish and maintain cooperative and effective working relationships with others.
14. Operate a computer, assigned office equipment and standard business applications.

Education and Experience:

1. A master's degree from an accredited institution within one of the assigned instructional area disciplines or a discipline closely related to the assignment.
2. Five years of increasingly progressive experience as an academic administrator including two at a supervisory or manager level.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, 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.

Desirable Qualifications:

1. Demonstrated experience developing and accessing student learning outcomes.
2. Demonstrated experience managing projects, grants and budgets

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

Mental Demands:

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: 12/09/2025

Salary Range: M34

EEO Category: 2B1- Executive/Administrative/Managerial