

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

**Position:** Director, Outreach, Student Life, and  
Community Standards

**Department:** Student Services

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**POSITION PURPOSE**

Under general direction, the Director, Outreach, Student Life and Community Standards plans, organizes, directs and administers Behavioral Intervention program and ensures adherence to the Student Code of Conduct including oversight of student misconduct prevention, reporting, investigation, and adjudication processes; plans, organizes, directs and integrates student outreach through facilitating and supporting special outreach events and maintaining a presence at schools, community organizations and college fairs; coordinates day-to-day Welcome Center operations, events and activities, and oversees classified staff; plans, organizes, directs, integrates, and evaluates operations of the College student government, student clubs and co-curricular activities; and performs related duties as assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

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

1. Plans, directs, controls, integrates and evaluates the development and implementation of the Outreach, Student Life and Community Standards programs, services, and day-to-day activities; provides direction in coordinating student access and retention through outreach, recruitment, enrollment and student engagement strategies in collaboration with faculty, staff and administrators; plans, directs and leads Behavioral Intervention Team to address student behavior and provide support and intervention to create a safe learning environment for students.
2. Directs, integrates and evaluates Outreach and Welcome Center, Student Life and Community Standards programs; ensures compliance with federal/state regulations, guidelines and policies; establishes and evaluates program services against target outcomes, drives planning through data-driven assessment and improves service delivery to meet the needs of students; ensures compliance with federal/state regulations, guidelines and policies; develops, implements and monitors procedures and processes to ensure quality programming and student success and retention; directs, plans and assigns program services, makes recommendations and applies changes to improve outcomes per the District's goals and vision.
3. Participates in developing and implementing short- and long-term student access, outreach, enrollment, engagement and retention plans for students; recommends changes and improvements leading to increased student enrollment, retention, degree completion and transfer success.
4. Directs and manages the work assignments and performance of assigned staff, volunteers and student workers; interviews and participates in selecting employees; trains, counsels, and disciplines personnel according to established policies and procedures.
5. Collaboratively performs case management for students, faculty and staff personnel, and academic concerns reported through the Behavioral Intervention system; evaluates issues and concerns, initiates intervention, communication between parties, and/or personal skills training; addresses short-term basic need for food, housing or financial insecurities; works with campus and community partners to provide access to and address students' longer-term basic and/or mental health needs; develops workshops, online education and guides to educate students on common behavioral and academic integrity issues.
6. Collaboratively evaluates threats to campus safety, including self-harm, harm to others, or disruptive incidents; coordinates emergency interventions, including referrals to mental health

services or law enforcement to ensure support for students, as well as to maintain a safe and healthy campus environment.

7. Coordinates and guides the day-to-day operations, activities, problem solving, and decision making regarding the Student Complaints processes; reviews and investigates alleged misconduct, violations of Student Code of Conduct; investigates and resolves grievance complaints according to District Behavioral Standards & Consequences; reports findings to the complainant and advises on approved appeal process; coordinates student disciplinary proceedings with faculty, staff and students; refers major grievance and discipline issues to the Vice President, Student Affairs.
8. Conducts Title IX intake meetings under the guidance of the Title IX Officer and in consultation with direct supervisor; participates in Title IX investigation and reporting processes and may serve as Deputy Title IX Officer.
9. Ensures due process and accountability in student conduct, academic integrity and Title IX processes; maintains accurate and thorough records of the investigatory process; writes and delivers a timely and comprehensive report following each investigation; communicates with students/faculty/staff throughout the process including documenting and delivering sanctions; may make recommendations on case disposition/outcome.
10. Liaises between the college and other educational institutions including K-12, partner colleges, universities and industry professionals to enhance services in student access, outreach, recruitment, and enrollment; plans and directs programs and staff responsible for scheduling outreach events and activities including potential student information sessions, recruitment events, student orientation, parent information sessions, and self-service technology tools.
11. Collaborates with faculty, staff and partner departments to support students and ensure accurate understanding and knowledge of institutional programs, opportunities, resources, and activities for the purposes of onboarding and retention; promotes transfer culture and strategizes methods to improve placement and progression for incoming students with particular attention to the underserved population; partners with stakeholders to facilitate student transfer and career opportunities.
12. Manages day-to-day operations of the Welcome Center including visitor services, identification, and transportation solutions; supervises and trains student staff; provides technical assistance visitors and collaborates with other departments to provide first-tier response to student concerns and challenges; oversees the planning, coordinating, and scheduling of student orientation and college tours for individual students and District community high schools.
13. Plans, manages and provides support for the college's student life through the Associated Student Government (ASG) and student clubs; plans, manages, and directs the operations of a variety of student life programs and co-curricular activities; approves program expenditures and ensures compliance with rules, regulations, and guidelines of funding source; advises and trains administrators, faculty, staff, and students on matters pertaining to student life programs
14. Participates in the development and administration of the department budget; monitors performance against the annual department budget; forecasts funds needed for the department's staffing, equipment, materials and supplies and approves department expenditures; directs and oversees the development, implementation and evaluation of grants and other assigned budgets; provides fiscal management for ASG and student clubs.
15. With members of District management, participates in the development and implementation of District and department strategic plans; prepares and ensures compliance with the Chancellor's Office, state-mandated reporting requirements and timelines including resource utilization report, student and service outcomes reports; regularly monitors status and performance metrics for projects/initiatives to ensure results are consistent with budget and expectations.

16. Designs and administers evaluation tools to assess service area outcomes; maintains records and prepares reports and statistics on participating students; researches and identifies trends in support services and modifies service model to meet student needs; performs annual program reviews and makes adjustments to program and services; provides input to improve institutional enrollment management efforts.
17. Prepares and delivers presentations to the Board of Trustees and other board-level groups; maintains records concerning operations and programs, prepares required reports, and responds to surveys as needed.
18. Leads and serves on committees and represents the District at local, regional, state and national conferences, meetings, workshops and training seminars; participates in governance committees, processes and initiatives.
19. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of success strategies for at-risk populations.
2. Principles and practices of community college administration.
3. Community demographics including the needs of low-income and disadvantaged students, age-appropriate career development, disabilities and community resources.
4. Behavioral Intervention guidelines including Behavioral Intervention Team (BIT) protocols and risk assessment frameworks like NaBITA Threat Assessment Tool.
5. Restorative justice practices to support educational outcomes when appropriate.
6. Modern office practices and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases and specialized incident tracking and reporting systems currently Maxient.
7. Federal, state and other applicable laws and regulations and District policies and procedures governing area of assignment including applicable sections of the California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA) Title IX and regulations and District policies and procedures governing student discipline and grievances.
8. Development and evaluation of programs.
9. Budget preparation and control.
10. Theories and techniques of negotiation, mediation and conflict resolution.
11. Principles and practices of effective management and supervision.
12. Principles and practices of strategic planning.
13. Principles and practices of organizational improvement and culture change.
14. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

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

1. Plan, organize, direct and evaluate the programs and activities of the Outreach, Student Life, and enforcement of Community Standards functional areas.
2. Recommend and implement goals and objectives of the assigned programs.
3. Assess complex situations, accurately exercise sound judgment and adopt effective courses of action.

4. Address low- to high-level emergency behavioral and mental health situations.
5. Communicate effectively, both verbally and in writing, with faculty and staff, students, and community members.
6. Interpret and apply administrative policies and procedures as well as pertinent laws, regulations, and ordinances.
7. Work effectively with students, faculty, and staff from multi-cultural backgrounds and promote access, success, and equity.
8. Conduct research, interpret data and present reports, proposals and recommendations clearly, logically and persuasively to diverse audiences.
9. Select, motivate and evaluate staff and provide for their training and professional development.
10. Effectively mediate disputes and resolve conflict.
11. Present solutions to management with confidence and effectiveness.
12. Direct, schedule, coordinate and evaluate the work of assigned employees.
13. Build and foster knowledgeable, cohesive and effective work teams.
14. Establish and maintain cooperative and effective working relationships with others.
15. Operate a computer, assigned office equipment and standard business applications.

**Education and Experience:**

1. Bachelor's degree from an accredited institution in education, counseling, human services, or a closely related field.
2. Five years of experience providing support services in an academic setting 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. A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program or the ability to travel to other District campuses and locations.
2. Experience working with community colleges and high school students and people from economically and educationally disadvantaged backgrounds.

**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.

The employee works 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, the employee is primarily in a stationary position and is 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: 12/9/2025

Salary Range: M-26

EEO Category: 2B1- Executive/Administrative/Managerial