

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

Position: Vice President, Student Services

Division: Student Services

POSITION PURPOSE

Under policy direction, the Vice President, Student Services plans, organizes, directs and integrates the functions of the Student Services division; serves as an advisor to the college President, Chancellor and Board of Trustees on strategic matters related to student services, student support and barriers to student enrollment and completion; with Directors and Deans, develops and implements innovative approaches to enhance student learning and provide a student-centered learning environment; provides leadership in long-term planning of programs, policy and resource allocation; oversees academic integrity and student behavior and serves as College Title IX Coordinator; 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, and controls the activities, services, and operations of assigned college Student Services division; serves as a member of the President's Executive Leadership Team and provides leadership in formulating and executing college strategic plans, goals, objectives, policies and priorities to facilitate equitable access to student support and educational planning with the college's Education Master Plan and District objectives.
2. Directs the development and implementation of the strategic direction of Student Services division; identifies goals, objectives and measurable outcomes for the division; provides strong, dynamic academic and administrative leadership, fosters a supportive environment and encourages scholarship, teaching, and learning excellence.
3. Through subordinate Deans and managers, directs and administers the operations and activities of Student Services including enrollment services, financial aid and accessibility services, health, wellness and safety programs and services, and counseling and other student success and support programs; ensures student services addresses student needs and engages students in the campus environment; leads and coordinates efforts to integrate instruction and student services to improve access and student success.
4. Plans, directs, and evaluates the work assignments and performance of division deans, faculty, management and staff; interviews and participates in selecting faculty, managers and employees; oversees performance review processes; trains, counsels, and disciplines employees according to established policies and procedures.
5. Coordinates and oversees the development and administration of the divisional budget; makes recommendations to improve student services and provide for student support at the college; participates in the preparation and development of the overall college budget and resource allocations; develops mid-year and annual grant budgets and reports for the District, State Chancellor's Office and other funding sources; ensures District compliance with mandated program and reporting initiatives, requirements and regulations.
6. Provides oversight of categorical programs to include Student Equity and Achievement; develops a cohesive student services organizational structure, embedding continuous quality improvement and leading the development of student learning outcomes for assigned programs; makes recommendations on educational and support needs of students at the college.

7. Provides leadership in student-learning outcomes associated with courses and programs in student services areas; provides leadership for curriculum development, review and improvement; ensures consistent quality of student services programs; leads the efforts in systematic assessment of student success and recommends changes to maintain program relevance and to meet student and community needs; participates and leads strategic efforts to address barriers and issues related to student outreach and enrollment, student equity, and student persistence and retention.
8. In collaboration with the Vice President of Academic Affairs, directs enrollment management and provides strategic leadership for equitable access, recruitment, retention, persistence and goal attainment of students; leads the efforts to assist students with meeting basic needs through outreach and community partnerships; provides guidance for college athletic programs.
9. Participates in the accreditation process; develops and administers a system for the ongoing and systematic review and enhancement of Student Services and programs related to achieving educational/support services goals; ensures timely and accurate preparation and submission of materials and information related to programs and services.
10. Directs and coordinates the Behavioral Intervention program; ensures timely response to Maxient student referral and reporting system; ensures resources are available for students in need of mental health support and basic needs; participates in evaluation and response to threats to campus safety, including self-harm, harm to others, or disruptive incidents; oversees investigation of major grievances and disciplinary issues; investigates and resolves violations to Student Code of Conduct; oversees the update and maintenance of District Behavioral Standards and Consequences.
11. Serves as Title IX coordinator for the college; receives, investigates, analyzes, processes reports in a timely and equitable manner to Title IX inquiries and claims from administrators, faculty, staff, students, and third parties; coordinates internal and third-party investigatory activities and communication; prepares comprehensive reports of findings and recommendations for appropriate remedies within mandatory deadlines; maintains communications with all parties throughout the investigation and resolution process.
12. Analyzes proposed state and federal laws, regulations and court decisions for their impact on District practices and operations; recommends and implements policy and procedure changes consistent with requirements.
13. Integrates the college's use of institutional research and data analysis to make informed institutional decisions including evaluating priorities, program review, enrollment management, and budgeting; assumes overall accountability for the success of assigned departments, ensuring standards are established and achieved; develops and monitors program performance metrics on student learning and retention and program opportunities.
14. Represents the college in dealings with the District Office, elected officials, college management, faculty and staff, the media, other community colleges and educational institutions, and business and community groups in the President's absence.
15. Analyzes proposed state and federal laws, regulations and court decisions for their impact on District practices and operations; recommends and implements policy and procedure changes consistent with requirements.
16. Supports and maintains effective relationships among student services departments and college administration, faculty, staff, and students through participation in student event activities; cultivates positive working relationships within the District and across the colleges to build confidence and satisfaction with Student Services.

17. Leads and participates in participatory governance and collaborates with college and District committees, advisory groups, academic senate, classified leadership and other employee and student groups on a variety of institutional issues.
18. Attends Board meetings and college and District committee meetings; researches background information and prepares and presents agenda items and reports.
19. Acts for the President in that individual's absence.
20. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Advanced knowledge of the principles and practices of public administration, including long-range goal setting and strategic planning, program development, implementation and evaluation, project management, procurement and public records management.
2. District and college mission, objectives, organization, operations and policies.
3. Advanced principles, practices, methods and techniques of program planning/evaluation, administrative and organizational analysis and management as applicable to the educational instruction of students in a community college.
4. Current trends in delivery of Student Services and programs including related technologies.
5. Behavioral intervention guidelines including Behavioral Intervention Team (BIT) protocols and risk assessment frameworks like NaBITA Threat Assessment Tool.
6. 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, Title IX, Americans with Disabilities Act, Family Educational Rights and Privacy Act (FERPA).
7. Theories and techniques of negotiation, mediation and conflict resolution.
8. Principles and practices of effective large-organization management and supervision.
9. Budget preparation, control, funding and regulations regarding use of funds.
10. Principles and practices of organizational improvement and culture change.
11. 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, control and direct the Student Services division program and services.
2. Work collaboratively with the President, other administrators, employees and the community to support the both the college and District's mission and the Strategic Plan's goals, objectives, and priorities.
3. Understand the needs and interests of multiple stakeholders and balance fulfillment of those needs with considerations of broad organizational, business, legal and economic issues.
4. Provide complex strategic analysis, advice and policy support and develop solutions to complex college issues.
5. Administer and negotiate a variety of contracts, partnerships, and disciplinary actions and agreements.
6. Interpret and ensure compliance with various state and federal laws, codes, rules and regulations including the California Education Code, Family Educational Rights/Privacy Act, and the Americans with Disabilities Act.

7. Represent the District effectively to outside organizations and individuals and identify and respond to sensitive community and organizational issues, concerns and needs.
8. Delegate authority and responsibility and ensure accountability.
9. Prepare and administer budgets and ensure accuracy of fiscal reporting.
10. Prepare and present clear, concise and comprehensive correspondence, reports, studies and other written materials.
11. Apply objective and fair assessments in decision making and personnel matters.
12. Select, motivate and evaluate Deans, managers, faculty and staff and provide for their training and professional development.
13. Develop and implement appropriate procedures and internal controls.
14. Operate a computer, standard business software and applications.

Education and Experience:

1. Master's degree related to the assignment.
2. Five years of administrative or supervisory experience as an academic administrator or in a faculty leadership role or in a related area.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socio-economic, 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.

Desired Qualifications:

1. Experience as an academic administrator or in a faculty leadership role that included administering counseling, student services and managing categorical programs, preferably in a California community college.
2. 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.

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 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, the employee is 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: 2/10/2026

Salary Range: M-38

EEO Category: 2B1- Executive/Administrative/Managerial