

Director, Student Success Programs
Porterville College
Kern Community College District
JOB DESCRIPTION

Definition

Under the general direction of an assigned supervisor, the Director, Student Success Programs is responsible for planning, directing, and evaluating the functions of assigned Student Success Programs.

Examples of Duties

1. Provide leadership to the operation of all Student Success Program(s). This may include oversight of college programs and services for disproportionately impacted student communities. Accept overall responsibility for meeting compliance requirements, reports, budgets, and monitoring timelines, and quality of outcomes.
2. Lead the ongoing analysis and evaluation on campus-wide student success needs. Oversee the development and delivery of student success achievement information, trainings, materials, workshops, seminars, programs, professional development, etc. Assess the effectiveness of student success programs.
3. Plan, organize, and implement long and short-term programs and activities designed to develop assigned programs and services including programs, interventions, and activities to offer academic student support.
4. Support the college's focus of improving lives through education, including providing a welcoming, safe, and equitable educational and working experience for all students, staff, and faculty.
5. Develop and maintain collaborative and productive partnerships with curricular and co-curricular departments on campus to promote co-sponsorship and collaboration with focuses on created opportunities for facilitated discussions around social justice, social change, and identity issues relevant to students.
6. Develop solutions to address equity issues and improve student achievement; coordinate with other College and community-based student support programs and initiatives to provide an integrated model for Student Success.
7. Implement strategies to close achievement gaps for underrepresented and disproportionate students in key areas such as access, course completion, degree/certificate completion, and transfer.
8. Develop and administer budgets in accordance with the terms of the fund award and maintain funds. Manage budget allocation, expenditures and related financial activities for assigned areas for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and fiscal

practices are followed.

9. Work collaboratively with faculty, staff, and administration to establish and implement a vision for the college's equity plan, as well as ensuring that all Guided Pathways work is aligned and focused through an equity-minded perspective and vision.
10. Coordinate Professional Development efforts in a centralized campus approach. Plan and promote professional development opportunities for faculty and staff. Develop and provide training related to basic needs, student equity and achievement.
11. Work with community leaders to achieve the mission of serving diverse communities through collaboration, innovation, and partnerships.
12. Supervise and coordinate department planning and operations; fiscal and personnel management, including hiring and assignment of counselors and support staff; supervision, development, and evaluation of all staff; development and management of budgets; etc.
13. Assist the Vice President of Student Services and the Vice President of Instruction, to accomplish the mission and goals of the college, division, and related areas. Work closely with Institutional Research to gather, interpret and present data on students, student progress, and student success indicators to enhance instructional effectiveness and support enrollment management efforts.
14. Promote a work culture that values diversity and demonstrates the delivery of exemplary customer service, innovation, and quality services to employees and the community.
15. Establish and maintain strong, cooperative, and effective working relationships with faculty, staff, students, and community partnerships.
16. Perform other duties as assigned or required.

Minimum Qualifications

- Master's degree from an accredited college/university, preferably in educational management, educational organization, educational leadership, Public Administration, Cultural and/or Ethnic Studies, Social Ecology, Intercultural Communication, or related field.
- Two years of relevant experience in a role which directly supports students and student success initiatives.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.
- Demonstrated leadership in developing and providing services for first generation, low-income and at-risk, and enabling student success for underserved, at-risk students.

Preferred Qualifications:

- Three years of progressively responsible administrative experience in higher education, especially with managing student service/supports, equity, and retention programs.

Knowledge and Abilities

Knowledge of:

- The mission of the California Community College; community college and instructional programs, regulations, and policies; principles of employer-employee relations; and principles in the administration of personnel services.
- Methods and techniques of leadership and management; principles and practices of program development and administration, including knowledge of budgeting; modern office procedures, methods, and equipment including computers and applicable software.
- California Education Code, FERPA, Title 5, Chancellor's Office administrative procedures, Federal laws and regulations and other legal parameters affecting the policies and practices of the student success and equity of the College.
- Evaluation and statistical methodology for preparation of statistical research and reports.
- Principles of student development administration at the community college level; leadership and management principles and techniques.
- Higher Education Equity student services programs and processes proven to close the achievement gaps amongst disproportionately served students as well as the California Community College Vision 2022 goals.
- Student Success Strategies.
- Principles and practices of administration, supervision, evaluation, and training.
- Database management techniques.
- Principles of employer-employee relations.
- Computer operations/data processing systems.
- Accounting, budgeting, and fiscal reporting.

Ability to:

- Work as part of a management team dedicated to collaboration and the college goal of integrating instruction and student services as a way to create and maintain a supportive student-learning environment.
- Exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving in an environment of shared governance.
- Manage budgets and reliably complete internal and external grant reports.
- Lead and facilitate the practical use of computer and instructional technology to facilitate and support student services and staff productivity.
- Use effective written communication, including reporting and funding proposal reports, etc.
- Research, evaluate, and analyze data and prepare and present comprehensive, coherent, and effective oral and written reports.

- Effectively interact with persons of diverse socioeconomic and ethnic backgrounds.
- Apply legal and policy provisions to various problems consistently and correctly.
- Establish and maintain cooperation and help working relations with students, staff and community agencies to meet the needs of students with disabilities.
- Plan and organize work and manage competing activities to meet established timelines and deadlines.

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1
Occasional—25-50 percent = 2

Often—51-75 percent = 3
Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
3	Ability to work at a desk, conference table or in meetings of various configurations.
1	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
3	Ability to communicate so others will be able to clearly understand a normal conversation.
1 or 2	Ability to lift 10 pounds.
1 or 2	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is an educational administrator position.

Signatures/Approval

(Employee's Signature)

(Date)

(Supervisor's Signature)

(Date)