

Director, Academic Support Services
Bakersfield College
Kern Community College District
JOB DESCRIPTION

Definition

Under direction of Dean of Instruction, the Director of Academic Support Services is responsible for comprehensive academic support services programming that provide students with additional learning assistance outside of the classroom.

Examples of Duties

1. Provide managerial direction including developing, planning, goal setting, implementation, evaluation and accountability for comprehensive academic support services programming.
2. Supervises and coordinates academic support services such as tutoring, supplemental instruction, writing lab, student success and math labs, and other student academic learning services outside of the classroom.
3. Develop and implement processes for academic support services such as mandatory learning support for students in developmental-level and gateway courses.
4. Collaborates with student affairs to integrate and offer academic support services as part of the onboarding process for new students and continuing students.
5. Develop and implement a tracking and assessment system for student use of support services.
6. Develop and implement regular training and workshops for academic support services employees.
7. Collaborates with data management constituencies at the college such as Data Coaches and Institutional Research to provide student usage data needed for student success tracking and correlation.
8. Provides regular reports for assessment and planning purposes.
9. Develops and administers the budget for programs related to academic support services.
10. Hire, train, schedule, supervise, and evaluate the work performance of assigned personnel.

Examples of Duties (continued)

11. Writes grant proposals as part of a team focused on academic success.
12. Plan and coordinate research projects related to areas of responsibility, and prepare a variety of research related reports.
13. Participate in shared governance through service on planning and/or operations committees and task forces.
14. Perform other related activities as assigned.

Minimum Qualifications

- Master's degree from an accredited college/university, preferably in higher education administration, counseling, or a community college discipline.
- Minimum of 3 years of administrative experience in instruction, academic support services or related student success programs.
- Experience working with a diverse student population.

Knowledge and Abilities

- Knowledge of effective practices in academic support services.
- Knowledge of federal and state laws relating to the development of student academic support programs at the community college level.
- Knowledge of leadership and management principles and techniques
- Knowledge of accounting, budgeting and fiscal reporting.
- Knowledge of due process for resolving student and employ complaints or issues.
- Ability to effectively communicate orally and in writing.
- Ability to build and maintain collaborative internal and external relationships with broad constituencies.
- Ability to use appropriate technology for data tracking and report presenting.
- Ability to implement innovation in education support processes.
- Ability to supervise area coordinators, program managers, union staff, and student workers.
- Ability to relate to and empathize with the needs of a diverse student population.
- Ability to exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving.

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential and physical requirements.

Working Conditions (continued)

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 Often – 51 – 75 percent = 3
Occasional – 25-50 percent = 2 Very Frequent – 76 percent and above = 4

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

Status/Rationale

This is a classified administrator position.

Signatures/Approvals

(Employee's Signature)

(Date)

(Supervisor's Signature)

(Date)