Job Description

Job Title:	Associate Vice President of Student Success Services	**Grade:**	P
Department:	Student Success Services	**FLSA:**	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Plans, manages, directs and oversees the operational and budgetary activities relating to Student Success Services, including counseling, advising and additional support services. Coordinates assigned activities with other divisions, departments and outside agencies and provides highly responsible and complex administrative support to the Vice President for Enrollment and Student Services.

Characteristic Duties and Responsibilities:

1. Plans, directs, oversees, and participates in the development of divisional work plans to include Counseling and Advising Services, Disability Services, Veterans Resource Center.
2. Provides high level oversight and management of the College's Completion by Design and Achieving the Dream initiatives.
3. Plans, directs and participates in activities related to student counseling, student advisement, career counseling services at multiple campuses. Works closely with all college constituencies in efforts to enhance student services in the assigned departments and functional areas.
4. Plans, implements and administers goals and objectives and develops policies and procedures related to programs and services in assigned departments and functional areas.
5. Provides general oversight and supervision for staff in assigned departments and functional areas.
6. Provides planning and operations assistance to executive management of the College through active participation and leadership on task forces, committees and councils.
7. Develops and presents reports and recommendations for a variety of programs and projects, and integrates the functions of the division in a manner that is responsive to student needs, the campus and the community.
8. Implements an effective system for assessment of operations and goals to include processes for feedback and improvement.
9. Works collaboratively with instructional faculty and academic support programs to facilitate and enhance student services for assigned areas.
10. Implements strategies and processes to perform and assess outcomes measures for programs and services; makes recommendations for improvements based on assessment.
11. Provides effective management of the College fiscal resources including fiscal responsibility for assigned budgets and overall supervisory authority for the budget process in the division.
12. Represents the college at community and external organization functions.
13. Performs other duties as assigned by the Vice President of Enrollment Management and Student

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Services.

Reporting Relationships:

Direction Received: Reports to Vice President of Enrollment Management and Student Services

Direction Given: Management of the operation of a major function with activities typically coordinated through administration personnel above the level of first-line supervisors, mid- to upper-level management or professional responsibility

Minimum Requirements:

Master's Degree from a regionally accredited institution in Student Services, Counseling, Behavioral or Social Science or a closely related field and six years of job related experience

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of student services operations, principles and functions

In-depth knowledge of procedures/policies/mandates/regulations in student counseling, advisement and career planning

Ability to respond to inquiries and resolve complex issues from internal or external customers, regulatory agencies, or members of the business community

Ability to write and speak effectively and make presentations

Ability to define problems, collect data, establish facts, and draw valid conclusions

Knowledge and understanding of community college operations

Demonstrate ability to work in a team

Supervisory and leadership skills

Proficiency with office technology

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Working Conditions:

Typical office environment

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