Vice President, Student Services

FLSA Status: Exempt
Pay Grade: 99
Job Title ID: 221050
Job Series/Job Family: Administrator Series / Administrator Family

Reports To

Provost/Executive Vice President for Academic Affairs

Job Purpose

Responsible for leadership and supervision of all student services. Supervises the Associate Vice President of Student Success, Deans of Student Services, Executive Director of Admissions and Records, Executive Director of Financial Aid, Director of Special Populations, Director of Student Life and Manager of the Help Center. Responsible for the development of policies, procedures, programs, and services in accord with the latest research and in participation with relevant state and national initiatives/agencies (e.g., Achieving the Dream, Texas Completes, Community College Research Center, etc.) which will promote, encourage and support student success. Fosters one-college and servant-leadership concepts and collaborates and cooperates with other college administrators and departments in college-wide planning and coordination. Ensures college compliance with SACS, THECB, and all other regulatory agencies. Participates in development of academic master plan initiatives and evaluation of programs and services. Provides leadership in responding to local education needs and for developing and maintaining relationships with the independent school districts, businesses, community organizations, and universities in the college service area.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Leads, contributes to, and supports policies, initiatives and strategies throughout the College that are demonstrated to enhance student access and success.
2. Works collaboratively with institutional research and instructional leaders to develop and apply appropriate data measures in decision making that track the recruitment, entry, academic progress/persistence, completion, and placement (transfer or job entry) of students.
3. Leads in designing and implementing a comprehensive advising and management system that ensures students a strong start and consistent feedback through each step of their college experience.
4. Leads in searching for and building effective and efficient technology solutions in student services (such as automatic graduation, e-advising, e-portfolios, etc.).
5. Ensures consistency and coordination of quality student services at all campuses, centers, and Highland Business Center.
6. Ensures effective student services for special populations, including students who have aged out of foster care.
7. Develops, manages and monitors annual budgets in all assigned areas and seeks external funding.
8. Supervises assigned staff, with responsibility for hiring, training, and evaluation.
9. Develops master planning and assessment priorities for assigned areas, in collaboration with faculty, staff, students and departments.
10. Responsible for developing and maintaining positive relationships with local colleges and universities, independent school districts, community organizations, and businesses.
11. Leads and serves on college shared governance structures, and other work groups.
12. Leads in the planning of new campuses and other facilities.
13. Ensures appropriate safety training is completed, and in compliance with all health and safety rules and

processes.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Demonstrated expertise in project planning, development and implementation.
- Demonstrated knowledge of current research and policy recommendations as well as state and national initiatives designed to enhance student access and success.
- Demonstrated knowledge of student services programs and systems.
- Demonstrated knowledge of compliance with pertinent state and federal laws and regulations.
- Presenting information and summary reports internally and to the public.
- Understanding of the community college philosophy and mission.
- Handling the demands and requirements of senior-level management in higher education.
- Effective management and leadership models and techniques, including Servant-Leadership Principles.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Working in a collaborative manner with diverse constituencies.
- Maintaining confidentiality of work related information and materials.
- Working effectively with a diverse and multi-cultural student body and staff.
- Excellent communication, written and verbal, and interpersonal skills.
- Providing leadership at all levels of the College.
- Planning, prioritizing, and problem-solving.
- Handling multiple projects and meeting deadlines.
- Planning and managing budgets and manpower needs.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is routinely performed in an office environment.

Work Experience

Required

- Five years work experience in related field.

Preferred

- More than five years related Senior-level management experience in higher education.

Education

Required

- Master's degree.

Preferred

- PhD in higher education leadership or related field.

Safety

Required

- Provide resources for safe operation of units. Create and support workplace safety.