Dean, Student Services

FLSA Status: Exempt
Pay Grade: 99
Job Title ID: 22110
Job Series/Job Family: Administrator Series / Administrator Family

Reports To

Vice President, Student Support and Success Systems

Job Purpose

Responsible for providing leadership, organization, supervision and evaluation of the following departments and programs: assessment, college-readiness, academic advising, counseling, disability services, transfer advising, career counseling, community outreach, college connection, and academic testing. Responsible for administering college policies and procedures regarding student's rights and responsibilities and working collaboratively with instructional deans, faculty and academic support personnel to achieve student access and success.

Description of Duties and Tasks

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

Required

1. Develops, implements, monitors, and evaluates campus services for assessment, college-readiness, academic advising, counseling, disability services, transfer advising, career counseling, community outreach, college connection, and academic testing.
2. Hires, trains, supervises, and evaluates Student Services staff.
3. Develops and monitors the budgets for assigned areas and functions.
4. Ensures student rights and responsibilities are followed and respected, including providing due process in all student matters.
5. Directs the student judicial process to include but not limited to developing and implementing policies and procedures, conducting investigations, and determining student outcomes. Serves as consultant to deans of instruction and faculty on student disciplinary issues.
6. Guides and coordinates assigned programs or services as process holder for areas such as advising, assessment, disability services, professional development, career services, transfer, distance learning services, testing, academic standards of progress, ACC 101, and student coaching.
7. Directs the assessment and advising college connection activities for assigned high schools.
8. Ensures continuous quality improvement in student services programs and services by analyzing qualitative and quantitative data.
9. Provides guidance at the campus level for other student services to ensure strong, reliable, and high quality services.
10. Provides leadership and collaborates and assists with instruction, campus operations, and other campus services to provide integrated and aligned, quality campus services.
11. Collaborates with instructional deans, faculty, and academic support staff to improve student retention.
12. Directs college leadership in strategic and organizational planning processes to increase college completion, graduation, and or transfer.
13. Chairs college-wide shared governance committees and leads other initiatives or committees.
14. Develops and revises policies, procedures, and operational guidelines in support of the teaching and learning environment.
15. Participates in the acquisition and management of grants.
16. Directs, monitors, and evaluates adherence to the local,state, federal, and Southern Association of College

and Schools (SACS) regulations.
17. Participates in appropriate professional activities.
18. On certain campuses, may provide advising and /or counseling, as needed.
19. On certain campuses, may lead the teamwork inherently necessary to provide services for students at the campus, both within student services, and all other campus departments.

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

- Understanding of student development theory and student discipline in a higher education setting.
- Demonstrated expertise in project planning, development, implementation and analysis.
- Preparing and 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 leadership and ethics 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

- Experience incorporating theoretical and practical competencies involving student development, mediation, and conflict management.
- Planning and managing budgets and personnel needs
- Demonstrated success in working with student, staff, and faculty regarding student conduct matters.
- Maintaining confidentiality in work related information and materials.
- Working in a collaborative manner with diverse constituencies, working effectively with a diverse and multi-cultural student body and staff.
- Excellent communication, written and verbal, and interpersonal skills, including skill at persuading others.
- Providing leadership at all levels of the College.
- Planning, managing, prioritizing, and problem-solving.
- Handling multiple projects and meeting deadlines.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in an office environment
- Evenings, weekends and extended work days are often expected.
- Occasional lifting of objects up to 20 pounds

Work Experience

Required

- Five years related work experience in management, higher education, and/or counseling, and/or disability services. Some supervisory experience required.

Preferred

- More than five years related work experience in higher education and/or management experience in higher education.

Education

Required

- Master's degree in related field.

Preferred

- PhD

Safety

Required

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