

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</b>
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Job Title:	Manager, Student Success and Support Program	Range: 24 (AC)	Management Schedule
Date Revised:	January 27, 2015	Date Approved:	February 25, 2014

**PRIMARY PURPOSE**

Under the direction of a college Vice President, School of Continuing Education Provost, or designee, this position is responsible for performing a variety of administrative and supervisory duties related to the functions and activities of the college or the School of Continuing Education Student Success and Support Program.

**ESSENTIAL FUNCTIONS**

*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

1.	Provides leadership in the administration of the college or School of Continuing Education Student Success and Support Programs, including resource development and personnel management, in accordance with laws, regulations, District policy and collective bargaining agreements.
2.	Formulates and develops program plans, goals and objectives, including staffing, facilities, curriculum and educational philosophy; assures consistency of plans with other college, School of Continuing Education, and/or District plans.
3.	Plans and coordinates course offerings; develops and prepares instructor schedules and room assignments; visits program sites and classrooms to monitor and evaluate program effectiveness; assists in the preparation of the catalogue, class schedules, and other public information materials for assigned programs.
4.	Supervises the planning, development and recommendation of new courses; reviews standing courses and recommends deletion of courses no longer appropriate to the curriculum; maintains current course outlines to accurately reflect the instruction program.
5.	Develops and prepares the annual preliminary budgets for assigned programs; monitors and controls budget expenditures; directs the preparation and maintenance of detailed and comprehensive reports, records and files regarding programs, operations, and activities.
6.	Administer and direct various phases and operations of the matriculation process including educational planning, assessment, orientation, advisement and follow-up; evaluate the effectiveness of matriculation to improve or facilitate procedures.
7.	Directs the preparation and maintenance of detailed and comprehensive records, reports and files related to program personnel, facilities and activities; ensures the collection, recording and reporting of required student enrollment data.
8.	Conducts outreach activities and serves as a liaison with community agencies to promote program enrollment and effectiveness.
9.	Develop and prepare publications relating to counseling, Student Success and Support Program, and other assigned student development services; prepare and maintain relevant sections of the class schedule.

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10.	Maintains communication with District, college, and School of Continuing Education administrators, faculty members and classified staff to resolve conflicts and issues, exchange information and coordinate program activities.
11.	Trains, supervises, evaluates and directs the work of personnel as assigned; participates in selection and hiring processes.
12.	Plans, organizes and arranges appropriate staff development programs and activities for faculty and staff; provides orientation for new employees.
13	Organizes, attends, or chairs a variety of administrative and staff meetings as required; serves on committees and special projects as assigned; coordinates programs and services as appropriate with other District, college, and School of Continuing Education personnel.
14.	Maintains current knowledge of instructional methods and new technologies pertinent to assigned programs; learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized, and timely manner.
15.	Sensitivity to and understanding of the disabilities and diverse academic, socioeconomic, cultural, and ethnic backgrounds of students.
16.	Performs related duties as assigned.

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**WORKING RELATIONSHIPS**

The Manager, Student Success and Support Program maintains frequent contact with District, college and School of Continuing Education administration, faculty and staff.

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**EDUCATION AND EXPERIENCE**

**Minimum Qualifications**

Possession of a master's degree from a regionally accredited institution and at least one year of formal training, internship or leadership experience reasonably related to the assignment.

**Desirable Qualifications**

- Possession of a master's degree in counseling, education, psychology or related field.
- Management experience in postsecondary education;
- Experience with counseling/matriculation educational program development and administration;
- Teaching and/or counseling experience, preferably at the community college level;

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of District organization, operations, policies and objectives
  - Knowledge of state education code and requirements, including Title 5
  - Knowledge of research project policies, procedures and practices, including data collection and analysis
  - Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary
  - Knowledge of record keeping procedures
  - Knowledge of budget preparation and maintenance
  - Knowledge of appropriate software and databases
  - Ability to interpret, apply and explain rules, regulations, policies and procedures
  - Ability to assess, analyze, implement and evaluate research project activities
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Ability to analyze situations accurately and adopt an effective course of action  
Ability to plan, organize and prioritize work  
Ability to meet schedules and time lines  
Ability to work independently with little direction  
Ability to understand and follow oral and written directions  
Ability to communicate efficiently both orally and in writing  
Ability to supervise, train and provide work direction to others  
Ability to establish and maintain effective working relationships with others

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**SPECIAL REQUIREMENTS**

Valid California Driver's License

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**WORKING CONDITIONS**

Office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); may require off-site duties and activities.

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