

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Director, Student Success and Support Program	Range: 24 (AC)	Management Schedule
Date Revised:	January 27, 2015; December 8, 2015	Date Approved:	February 25, 2014

PRIMARY PURPOSE

Under the direction of a college Vice President, North Orange 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 North Orange 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 North Orange 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, North Orange 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 North Orange 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 North Orange 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.	Provide leadership in District/College efforts to increase the diversity of faculty and staff, to address student achievement gaps, and in the creation of a welcoming and inclusive work and educational environment.
17.	Assist and promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership abilities. The ideal candidate should have experience in this area with African Americans, Latinx, Native Americans, Pacific Islanders and other disproportionately impacted students and employees.
18.	Performs related duties as assigned.

WORKING RELATIONSHIPS

The Director, Student Success and Support Program maintains frequent contact with District, college and North Orange Continuing Education administration, faculty and staff.

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.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

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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;

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

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

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

SPECIAL REQUIREMENTS

Valid California Driver's License

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.
