

RIVERSIDE COMMUNITY COLLEGE DISTRICT SUPERVISOR POSITION DESCRIPTION

JOB TITLE: Outreach Services Supervisor

BASIC FUNCTION: Under the supervision of the area administrator performs tasks related to the supervision and coordination of day-to-day operations of Outreach Services, including the scheduling and assigning internal and external outreach requests, overseeing the Welcome Center, and serving as a liaison between the College and the community to provide up-to-date information pertaining to the College's programs and services. Facilitates outreach and early academic preparation workshops; hosts community and K-12 activities; and oversees the implementation of assigned area programs and projects.

SUPERVISORY RESPONSIBILITIES: Supervises Classified Employees(s), Short-Term employees(s) and/or student workers(s).

REPRESENTATIVE DUTIES:

1. Coordinates the work schedules of staff and student workers within the Outreach Services office to ensure effective day-to-day operations and appropriate office coverage.
2. Develops student and professional staff training/workshops for outreach and other relevant campus staff.
3. Develops and implements outreach efforts to increase public and college awareness of the services offered by the College and its programs, grants, and services. This responsibility includes marketing, student recruitment, workshops, and presentations.
4. Provides the ongoing logistical coordination of the components of assigned programs and projects, including the operations of the Outreach Welcome Center.
5. Provides responses to inquiries from students, parents, high schools, and community organizations regarding College admissions, programs, and projects.
6. Coordinates the participation of the Outreach department at K-12 college/career fairs and parent nights as well as special college-wide events, including but not limited to, the College Welcome Day and Commencement ceremony.
7. Performs and coordinates efforts to provide students with initial enrollment and support services needs including information about financial aid, admissions, and other student services and academic support programs.
8. Monitors the web enhanced public information system (College 311), the smart phone application, outreach website, and other social media efforts as assigned.
9. Collaborates with the Assessment Center in the scheduling and coordination of on-site high school assessments.
10. Serves as a liaison between the College and K-12 and community.
11. Develops and maintains a system of managing student contact database for high school and college program recruitment.
12. Monitors the department's budget and other resources as directed, ensure department compliance with college and district financial policies and procedures. Ensures requisitions, timesheets, mileage and travel requests are processed according to college and district policies.
13. Serves as a member of the Management Leadership Association.

14. Maintains an understanding of current ideas, research and practices pertaining to the area of responsibility for this position, through continued study and participation in professional organizations
15. Performs other related responsibilities as may be assigned.

EDUCATION: A bachelor's degree is required. Master's degree is preferred. Degree(s) must be from an accredited institution

EXPERIENCE: A minimum of three years of progressively responsible work in a community college or other public educational setting is required. Experience in outreach or admissions, and in planning and implementing programming in an educational setting is also required. Must have at least six months of formal or informal supervisory experience.

LICENSES/CERTIFICATIONS: Possession of a valid California Driver's License and must have, and be able to maintain, a driving record acceptable to the District's insurance carrier.

KNOWLEDGE OF: Policies and procedures in higher education and in K-12 education; basic supervisory principles; the policies of college admissions requirements and timelines.

ABILITY TO: Understand, interpret, and apply college policies, rules and regulations; use a computer; understand oral and written instructions; deal effectively with a diverse college community; communicate in a friendly and helpful manner; establish and maintain effective relationships with students, faculty, staff and the community; understand student needs and make appropriate referrals.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, faculty, students, administrators, other departmental personnel, parents, K-12 Partners, high schools, community organizations, and the general public.

WORKING CONDITIONS: Normal office environment. Travel to school sites and off-campus meeting locations in personal vehicle. Some evening, Saturday, and Sunday work required.

PHYSICAL EFFORT: Must be able to lift and carry up to 25 pounds.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.