

DECEMBER 2021
FLSA: EXEMPT
SALARY GRADE: Y
CBA DESIGNATION: ACADEMIC MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT
DEAN, ENROLLMENT SERVICES AND ENGAGEMENT

BASIC FUNCTION: Under the direction of the area administrator, identifies, develops, implements, and evaluates student services programs to support student success and the holistic wellness of students through the strategic development of a comprehensive enrollment management strategy.

SUPERVISORY RESPONSIBILITIES: Assigned District personnel, including staff and faculty.

REPRESENTATIVE DUTIES: The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Oversees student services programs related to student enrollment and persistence interventions, such as Admissions & Records, Middle College High School, Outreach, Student Financial Services, TRIO Programs, First-Year Experience, and/or Veterans Resource Center; oversees the development of programs, events, services, resources, and staffing to support students; ensures compliance with federal, state, and other applicable laws; prepares all applicable grant and program fund applications in collaboration with program lead.
2. Develops and establishes strategies, goals, and objectives by utilizing data-driven, research-based, and strategic enrollment management plans to attract, enroll, and retain students; plans student success programming, services, and staffing to increase student persistence and success rates.
3. Drives collaboration within assigned departments and between applicable Student Services departments to both develop and continuously improve student recruitment, enrollment, and retention programs and processes; builds partnerships on and off campus to increase the understanding of students, applicants, and others of programs and services offered.
4. Leads, directs, supervises, monitors, and evaluates the work of managers, faculty, classified staff and/or students on projects and initiatives; establishes goals, objectives, and ensures accountability for assigned areas of responsibility in concert with the strategic plan and program review.
5. Develops, analyzes, projects, and manages the general fund, categorical, state, and federal budgets for assigned area; maintains fiscal controls, supervises expenditures, prepares necessary reports, and collaborates on the resolution of audit findings.
6. Facilitates and ensures the completion of Student Learning Outcomes (SLO), unit planning, program review and student services staffing planning for programs and services within the areas of responsibility. Ensures compliance with categorical regulations as they apply to budgetary and program requirements; interprets, articulates, and implements a variety of regulations, policies, and procedures for compliance with District, state and federal government.
7. Develops and generates, or oversees the development and generation of, statistical data and reports related to Student Service programs in areas of responsibility.
8. Coordinates and/or assists in the in the execution of successful college functions such as scholarship and program banquets.
9. Participates in local, regional, and state boards, committees, and councils to promote the District and the community college movement.
10. Serves as a lead and/or active participant in a variety of standing college committees.
11. Performs other related responsibilities as may be assigned.

QUALIFICATIONS

Knowledge Of:

1. Procedures and effective practices at the college level of areas related to student services.
2. Federal and state regulations, district policies, and accreditation standards.
3. Interpersonal relations, team-building, conflict resolution, and customer service.
4. Student counseling methods and practices, and intervention strategies;
5. Principles and practices of administration, supervision, and training.
6. Planning, budget preparation and control.
7. Research techniques typically applied to gather and compile data used for decision making in large complex educational settings.
8. Specific approaches, theories, and strategies to address disparities in student success and access to higher education for particular student groups.
9. Methods and techniques for the development of presentations, business correspondence, and information distribution;
10. Operation of Student Services with particular experience in overseeing equity-focused services, such as those targeting specific groups of students who have been less successful academically.

Ability To:

1. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
2. Communicate effectively verbally and in writing
3. Establish and maintain effective working relationships.
4. Work independently
5. Provide leadership
6. Motivate others.
7. Maintain an understanding of current ideas, trends, and practices of responsibility for this position, through continued study and participation in professional organizations.
8. Apply and implement applicable sections of the California Education Code, Title 5, and Federal laws/regulations and district policy.
9. Interpret, explain, and apply the classified and faculty collective bargaining contracts, board policies, and administrative procedures.
10. Work across silos to collaborate with other campus work units to ensure that student-centered principles guide all special program.

Education and Experience: A master's degree from an accredited institution and four years of administrative and/or leadership experience directly related to this administrative assignment, and successful experience in the supervision of student services programs are required.

Within the last four years, must have two years of experience (a) in the management or administration of educational programs, community organizations, government programs, or private industry working predominantly with ethnic minorities or persons handicapped by language, social, or economic disadvantages; OR (b) as a community college counselor or instructor or have comparable experience in working with disadvantaged clientele.

LICENSES/CERTIFICATIONS REQUIRED: None.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students (E.C. 87360a). Personal characteristics necessary for working with students, employees, and the public in an administrative capacity including stability, good judgment, diplomacy, a sense of humor, and the ability to cooperate with co-workers.

CONTACTS: Co-workers, administration, faculty, students, community, non-academic departments, and vendors.

WORKING CONDITIONS: Normal office environment.

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.