

RIVERSIDE COMMUNITY COLLEGE DISTRICT
DIRECTOR, ACADEMIC ADVISING AND STUDENT SUCCESS

BASIC FUNCTION: Under administrative direction, plans, organizes, and provides administrative direction and oversight for all functions and activities of the Engagement Centers, including planning, development, and administration of departmental policies, procedures, and services; supports the Dean, organizes, and oversees day-to-day programs, services, and activities, and is responsible for providing professional level support in a variety of areas in a variety of administrative, coordinative, analytical, and liaison capacities.

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. Assumes full management responsibility for all academic Engagement Center programs, services, and activities, including academic advisement, specialized workshops, career and transfer assistance, First Year Experience, Academic Support and Success, Summer Bridge.
2. Develops and support services that enhance student engagement, and develops and implements strategies for student success and the achievement of student outcomes.
3. Coordinates and implement support services and other intervention programs, focusing on students without an educational objective or not achieving momentum points/academic progress.
4. Oversees all areas supported through the academic Engagement Centers.
5. Develops and ensures strategies, goals, and objectives align with the college's guided pathways framework by utilizing data-driven and research-based plans for student success programming, services, and staffing to increase student persistence and success rates.
6. Drives collaboration across college divisions to both develop and continuously improve student persistence, success, and retention programs and processes.
7. Leads, directs, supervises, monitors, and evaluates the work of classified professionals and/or students on projects and initiatives; plans appropriate student services staffing for programs and services within the areas of responsibility; and establishes goals, objectives, and ensures accountability for assigned areas of responsibility in concert with the strategic plan and program review.
8. 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.
9. Assists faculty in the completion of Student Learning Outcomes (SLO), unit planning, and program review; consults with faculty in order to establish goals and objectives, and ensures accountability for programs and services within the areas of responsibility in concert with strategic planning and program review.
10. Ensures compliance with categorical regulations as they apply to budgetary and program requirements; interprets, articulates, and implements District, state, and federal regulations, policies, and procedures to maintain program compliance.
11. Develops and generates, or oversees the development and generation of, statistical data and reports related to Student Service programs in areas of responsibility.
12. Serves as a lead and/or active participant in a variety of standing college committees.
13. Performs other related duties as may be assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge Of:

1. Procedures and effective practices at the college level of areas related to student services.
2. Federal and state regulations, community college policies, and accreditation standards.
3. Interpersonal relations, team-building, conflict resolution, and customer service techniques.
4. Student counseling methods, practices, and intervention strategies;
5. Principles and practices of administration, supervision, and training.
6. Planning and 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.
2. Understand scope of authority in making independent decisions.
3. Communicate effectively, both orally and in writing.
4. Establish and maintain effective working relationships.
5. Work independently.
6. Provide leadership.
7. Motivate others.
8. Maintain an understanding of current ideas, trends, and practices of responsibility for this position, through continued study and participation in professional organizations.
9. Apply and implement applicable sections of the California Education Code, Title 5, and Federal laws/regulations and District policy.
10. Interpret, explain, and apply the classified and faculty collective bargaining contracts, board policies, and administrative procedures.
11. 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 two (2) years of administrative and/or leadership experience in student services, including direct supervision of student services programs.

LICENSES/CERTIFICATIONS REQUIRED: None.

CONTACTS: Administrators, faculty, staff, students, vendors, governmental agencies, external educational institutions, state chancellor's office personnel, and community members.

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Will require occasional travel.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, and the community (E.C. 87360a).

EXEMPT POSITION: This is an exempt position and is not subject to overtime.

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, please contact (951) 222-8039.