

ASSOCIATE VICE PRESIDENT OF STUDENT SERVICES

Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 12

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Directs and coordinates the student services programs and activities of the College.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, administers, manages, and evaluates the student services functional units and staff.
- Provides leadership and vision for the creation and implementation of a strategic plan for the student services functional area at the College.
- Organizes, directs, and coordinates the activities for the offices of financial aid, counseling, academic advising, recruitment, testing, intramural sports, veterans affairs, and student activities at the College.
- Supervises and coordinates student health services and programs for students with disabilities.
- Directs the preparation of the electronic student handbook.
- Supervises and coordinates the student complaint and appeal procedures for the College and makes recommendations to the Vice President for Instruction and Student Services regarding student violations of the college regulations presented in the student handbook.
- Develops and implements new programs and services in response to the needs of students, in collaboration with the Vice President of Instruction and Student Services.
- Reviews, maintains and evaluates the budget for the student services functional area and directs appropriation of funds and expenditures relating to services and programs.
- Develops the program outcomes for all student services functional areas, monitors assessment of those outcomes, and develops plans of action for improvement based on the assessment of those outcomes.
- Develops, implements, monitors and revises policies and procedures relating to the student services functional area in collaboration with the Vice President of Instruction and Student Services.
- Leads the process for systematic review and evaluation of the student services functional area per the model adopted by the College.
- Works with faculty and staff to resolve student issues and complaints in compliance with College policies and procedures.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.

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- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by the Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Demonstrated knowledge of student services functions and the administration of such functions.
- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.
- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB and the Southern Association of Colleges and Schools Commission on Colleges, as well as other state and federal laws and regulations regarding student services and student development.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or boards of directors.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.

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REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Master's degree from an accredited college or university.
- Minimum of five years of administrative and managerial experience in student services administration in a comprehensive community college or university at the director's level or above.
- Demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office.
- Proficiency with use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet.

PREFERRED EDUCATION AND EXPERIENCE

- Doctoral degree.
- Community college experience in student services administration.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.
- Demonstrated knowledge of creative and innovative programs which enhance the relationship between academic affairs and student services.

CERTIFICATES AND LICENSURES

- None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the

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duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate. The duties listed above 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 the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Notes:

The duties listed 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 the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a master's degree from an accredited college or university?
 - Yes
 - No
3. *Do you have a minimum of five (5) years of administrative and managerial experience in student services administration in a comprehensive community college or university at the director's level or above?
 - Yes
 - No
4. *Do you have demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office?
 - Yes
 - No
5. *Do you have proficiency with the use of email, word processing, spreadsheet, database, and presentation software and use of the internet?
 - Yes
 - No
6. Do you have a doctoral degree?
 - Yes
 - No
7. Do you have community college experience in student services administration?
 - Yes
 - No
8. Do you have demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
 - Yes
 - No

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9. Do you have demonstrated knowledge of creative and innovative programs which enhance the relationship between academic affairs and student services?
- Yes
 - No