



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT  
POSITION DESCRIPTION**

|                            |  |                                       |  |
|----------------------------|--|---------------------------------------|--|
| <b>POSITION TITLE:</b>     | Assistant Director - Student Services                          |                                       |  |
| <b>JOB CLASSIFICATION:</b> | <input type="checkbox"/> Administrator - Educational           | <input type="checkbox"/> Confidential |  |
|                            | <input checked="" type="checkbox"/> Administrator - Classified | <input type="checkbox"/> Classified   |  |
|                            | <input type="checkbox"/> Faculty                               |                                       |  |
| <b>RANGE:</b>              | 15   |                                       |  |
| <b>HOURS PER DAY:</b>      | Up to 8  |                                       |  |
| <b>HOURS PER WEEK:</b>     | Up to 40   |                                       |  |
| <b>MONTHS PER YEAR:</b>    | Up to 12   |                                       |  |
| <b>REPORTS TO:</b>         | Student Services Area Dean or designee                         |                                       |  |

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

To provide a broad range of services in support of the assigned program. Assists in the planning, coordination, implementation, and delivery of assigned program services. Designs and implements recruitment and retention strategies. Actively cooperates with the program staff as well as participating school administration, teachers, counselors and staff to identify students and provide a comprehensive strategy for high school completion and postsecondary enrollment and attainment. Initiates, develops and maintains strong relationships with students to ensure student success. Responsible for understanding funding objectives, complying with federal and state regulations and with school and college policies and procedures. Makes positive contributions toward the continuous improvement of the assigned program. Demonstrates leadership to encourage and model a holistic approach to programming and student support. Actively collaborates with the director, target school administration and staff to identify and use innovative and engaging guidance and instructional practices to maximize student success and continually improve the assigned program. This job class is a classified administrator position and requires strong organizational, problem-solving, and decision-making skills. Promotes a positive atmosphere and facilitates cooperation and collaboration as a representative of the assigned program in interactions with the campus community and outside agencies and schools.

**TYPICAL DUTIES**

- Provides guidance for assigned program, implementing specific activities and services to promote post-secondary enrollment, student success, and follow up and retention interventions;
- Coordinates events and services related to high school completion and transition to post-secondary education;
- Promotes the assigned program by involvement in various community and public school forums, boards, and committees;
- Coordinates and leads individual meetings and/or small group workshops for students, and occasionally parents, in such areas as adjustment to high school, goal setting, postsecondary admission requirements, study skills, SAT/ACT preparation and

**POSITION DESCRIPTION****POSITION TITLE: Assistant Director – Student Services**

---

registration, financial aid, scholarships, financial literacy, career exploration, and assistance with postsecondary enrollment processes;

- Monitoring student academic performance and engagement in assigned program requirements, providing guidance and referrals to tutoring and available resources as needed;
- Responsible for identifying and actively recruiting qualified students, assisting students and parents with application paperwork, and making recommendations for final selection into the program;
- Plan, coordinate, and participate in field trips and campus tours;
- Develop, coordinate and conduct transition workshops and activities for students;
- Assist students in understanding academic requirements and in selecting and registering for courses;
- Develop student understanding and ability to navigate academic and college systems, including admissions, financial aid, assessment, counseling and college support programs;
- Inspire, motivate, gain trust and build confidence with diverse student populations;
- Assists in preparing announcements, newsletters, and other forms of communication regarding program-related events, activities, and initiatives for dissemination to college personnel and students;
- Oversee the creation and maintenance of student program-related records and contacts; follow proper paperwork and record keeping processes and adhere to all program deadlines;
- In collaboration with appropriate manager/supervisor, gather, review, and maintain student success data, make recommendations for implementing initiatives to promote student success, and identify tools including technology to track support services and outcomes;
- Understand and implement all processes necessary for achieving grant and funding objectives;
- Work collaboratively with college, high school and middle school teachers, counselors, and administrators and regularly collaborate with school district partners on referrals and student activities and records;
- Research and consult with college and community support services and organizations to identify available resources and address student needs;
- Assist in the selection, training, supervision, and evaluation of program staff;
- Serve as a dependable team member, utilizing strong organizational and time management skills including flexibility and resourcefulness;
- Participate in ongoing professional development activities, including webinars, trainings, and conferences; and
- Occasional evening and weekend work required.

**EMPLOYMENT STANDARDS**

*Knowledge of:*

- The K-12 California public educational system as well as community college, UC, CSU, and private postsecondary systems;
- General academic and financial assistance procedures;

**POSITION DESCRIPTION****POSITION TITLE: Assistant Director – Student Services**

---

- Federal, state, and district regulations and laws regarding assigned program goals and objectives, California Education Code, Title 5, and the Federal Education Rights and Privacy Act (FERPA);
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of K-12 and community college students;
- Specialized technical and administrative principles, practices, and procedures of the assigned program;
- Computer and applicable software programs including database, spreadsheet, and word processing software;
- Support service needs and resources for low-income and potential first generation college students; and
- Correct English usage, grammar, spelling, punctuation, and vocabulary for oral and written professional communication.

*Ability to:*

- Relate well and work effectively in a collaborative manner with all segments of the K-12 and college community;
- Plan, organize, and complete assignments with limited supervision, while meeting deadlines and specific program goals and objectives;
- Read, understand, analyze, and apply complex written materials. Research, compile, evaluate, and verify a variety of data and information;
- Interpret, apply, and explain rules, regulations, policies, and procedures of assigned program;
- Motivate and empower others, particularly youth from diverse and disadvantaged backgrounds;
- Communicate effectively in written correspondence and verbal presentations; and
- Exercise sound judgment in the security of confidential information and the determination of need for student referrals to professional and community services

*Possession of:*

- A valid California driver's license and evidence of appropriate vehicle insurance, based on DMV regulations.

**QUALIFICATIONS***Education/Experience Required:*

- Bachelor's degree from an accredited college or university, preferably in education, social science, or a related field;
- Experience managing a caseload of students, working with individuals as well as groups;
- Demonstrated experience in building positive relationships, motivating and supporting low income and potential first generation students; and
- Experience developing and maintaining effective working relationships with school

**POSITION DESCRIPTION**

**POSITION TITLE: Assistant Director – Student Services**

---

personnel.

*Preferred Qualifications:*

- Significant experience in coordinating and implementing programs designed to assist students in post-secondary education;
- Demonstrated ability to provide administrative leadership in a culture that values consultation and collaboration; and
- Competency with data collection methodologies, data reporting programs, and service area outcomes as evidenced by appropriate courses in statistics and/or work experience in this area.

**APPROVALS**

Date Created/Revised: 8/22/2017

Cabinet Reviewed: 8/29/2017

Board Approved: 9/13/2017

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)