



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

<b>POSITION TITLE:</b>	Director of Student Services		
<b>JOB CLASSIFICATION:</b>	<input checked="" type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential	
	<input type="checkbox"/> Administrator - Classified	<input type="checkbox"/> Classified	
	<input type="checkbox"/> Faculty		
<b>RANGE:</b>	20		
<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>	Assistant Superintendent/Vice President of Student Services		

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

Under the direction of an area administrator, plan, organize, coordinate, direct, develop, implement and oversee the day-to-day operations of a variety of student services programs and areas, which may include Financial Aid, Admissions and Records, the Veterans Center, the Student Success Center and other matriculation related activities; serve as liaison for students by providing assistance to resolve matriculation problems; support Guided Pathways initiatives; and recommend for hire, train, schedule, supervise, and evaluates assigned personnel.

**TYPICAL DUTIES**

- Plan, organize, coordinate, direct, implement, manage and participate in the administration and supervision of various students services programs such as: Financial Aid, Scholarships, Admissions and Records, Veteran Services, Student Success Center, Transfer Center support, Counseling support, and other matriculation-related activities contributing to student onboarding, retention, success and degree/certificate completion.
- Recommend, develop, implement and coordinate programs and activities that assist students in making a successful transition to the college.
- Read, interpret, and implement federal and state regulations and guidelines governing financial aid and veteran services administered at Shasta College. Maintain current knowledge of regulation and guideline revisions in areas supervised and implement accordingly.
- Plan, develop, evaluate, and direct the implementation of policies and procedures to insure accurate and timely record keeping, student awards and disbursements of financial aid in accordance with federal and state regulations and requirements.

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- Develop, implement, and evaluate program goals, objectives, policies and services that are consistent with the college mission and in compliance with the regulations and guidelines of the Chancellor's Office.
- In collaboration with other managers and staff, develop and implement goals and objectives that enable and encourage students to successfully declare their major, enroll, succeed and retain to completion.
- Supervise the maintenance of financial aid, veteran services and admissions records and insure compliance with record retention policy.
- Review financial aid, veteran's services and admissions processes, procedures and student files to ensure compliance with federal and state regulations.
- Review college policies and procedures to insure they align with federal and state regulations.
- Manages the Shasta College Cohort Default rate through working with third parties and/or making internal changes to retain a low rate.
- Handles student appeals related to the areas supervised and determines appropriate course of action as appropriate.
- Provides managerial direction over a variety of Student Services areas including planning, goal setting, implementation, coordinator, evaluation and accountability.
- Evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual department budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve department and District goals, objectives and performance measures consistent with the District's quality and service expectations. Train, supervise, and evaluate the performance of assigned personnel in accordance with proper management practices and collective bargaining agreements; provide technical direction and guidance; counsel and discipline employees as needed; reassign work to assure timely completion.
- Provides direct supervision and evaluation of faculty.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment, which supports achieving District objectives and service expectations. Provides leadership and participates in programs and activities that promote a positive, collaborative work environment.
- Plans, develops and supervises special events related to Enrollment Services. Prepares, submits, and monitors the annual budget for assigned Student Services programs; researches and approves expenditures for services, supplies, and equipment in accordance with established policies and procedures.
- Consults and collaborates with the Information Technology Department and participates in the development and enhancement of specialized automated systems; maintains current knowledge in the latest technology related to functional areas,

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including hardware and software capabilities; provides major input to long-range technology planning decisions.

- Recommend, develop, and implement programs and activities that facilitate the success of new, returning and current students; exercise leadership in the use of modern techniques of quality management to continuously improve the operations of area supervised; effectively utilize and implement information technology in the area supervised.
- Plans, organizes and prepares the district's applications/reports for federal and state funds; prepare a variety of complex statistical and narrative annual and other periodic reports to federal, state and local agencies to support the financial aid program; prepares applications and proposals to obtain federal, state and private student aid funds; assures maintenance of accurate records and balance accounts with fiscal services records.
- Maintains timely and accurate reporting to District, State and federal agencies; collects, analyzes, and disseminates reports on the outcomes of various student programs and services.
- Participates in the reporting of MIS data to the California Community Colleges Chancellor's Office; assumes administrative responsibility over the data; investigates, troubleshoots, and resolves data issues.
- Supports Statewide Initiative implementations through creating area visions, goals, objectives, implementation plans and assessment processes for improvement.
- Submits annual area plan initiatives, goals, student learning and area outcomes.
- Works closely with research to conduct survey's and program reviews.
- Creates collaborative, positive working environments and relationships. Provides excellent customer service verbally, non-verbally, in person, over the phone and/or in writing.
- Manages content on web presence for all areas assigned.
- Resolves complex and difficult student situations related to financial aid, admissions and records, student accounts, grades, attendance, enrollment, reinstatement, satisfactory academic progress, refunds and disbursements. Resolves student account and records issues; confers with students on their financial aid and/or student record files.
- Communicates with other district personnel to coordinate effective financial aid services; provides technical expertise and informs students, staff, and administrators regarding financial aid, scholarship programs, policies, and procedures; conducts orientations and workshops to explain financial aid regulations, requirements and application procedures. Understands students' rights and responsibilities as outlined in the Education Code and other applicable regulations; determines students' needs for appropriate services and resources and refers students to the appropriate offices; confers with students to help resolve problems associated with assessment, orientation and academic success.

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- Communicates student services programs and activities with other district departments and personnel, students, outside organizations and the public; responds to phone calls and written correspondence; provides information and answer questions from students, district personnel and the general public regarding district and student services programs, policies, procedures and regulations.
- Performs complex and responsible registration functions; builds academic semester structures, including setting dates and legal deadlines; runs processes to accept online applications; processes complex registrations and applications; evaluates residency classifications, approves challenge forms for prerequisites; oversees probationary, suspension, dismissal and re-admittance processes; analyzes requests for refunds as well as any other sensitive admissions petitions.
- Responsible for the special admittance process to insure compliance with regulations and policies. Communicates out the process and updates as needed to the college community as well as local high schools. Coordinates outreach and recruitment programs and programs with other offices and agencies. Provides technical information and assistance to college staff and students.
- Organizes and coordinates student services programs, and advisory committees; serves as a liaison between the college and program agencies.
- Attends conferences, workshops, and training seminars to keep current on changes in federal and state regulations; represents the college to other educational institutions and community organizations.
- Serves as leader for one or more cross-functional teams by facilitating the efforts to create improvement to processes, policies, and/or services related to Student Services through collaboration.
- Prepares informational materials, handbooks, policies and procedural guides as assigned; makes presentations for a variety of groups; serves on District committees as assigned.
- Provides onboarding to new personnel hired.
- Conducts staff meetings; represents Shasta College at statewide and regional meetings and conferences.
- Performs fieldwork as needed to support recruitment projects; provides consultation to students, parents, and a variety of internal and external groups or individuals.
- Performs other related duties similar to the above in scope and function as assigned.

**EMPLOYMENT STANDARDS***Knowledge of:*

- Philosophy, objectives, goals and services of effective student programs and services.
- Federal, state and local laws, codes, rules, regulations and court decisions applicable to a variety of student services programs including categorical programs and

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matriculation related areas including Admissions and Records, Financial Aid and Veterans Services.

- Title V, FERPA, CCFS-320, student fees, and attendance accounting policies and board policy.
- Principles and practices of generally accepted accounting and auditing procedures related to Federal Title IV financial aid.
- Applicable sections of the State Education Code and the Federal Title IV and Title IX regulations.
- Processes, requirements and eligibility provisions of federal, state and local financial aid programs.
- Principles of data driven decision making and planning; knowledge of program evaluation for effectiveness and efficiency.
- Software systems to improve functions related to student services.
- Principles and practices of sound business communication.
- The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.
- Correct English usage, spelling, grammar and punctuation.
- Research methods and techniques.
- Interpersonal skills including tact, patience and diplomacy.
- Budget preparation and control practices.
- District organization, operations, policies and objectives.
- Principles of project management, and record keeping techniques.
- Proficiency in utilizing word processing, graphics, spreadsheet, database and other software relevant to subject job functions.
- Principles and practices of supervision, training and handling difficult personnel issues.

*Ability to:*

- Plan, organize and direct the work of enrollment, financial aid, admissions and records, veteran services and other areas as assigned.
- Interpret rules, regulations and policies regarding all aspects of enrollment services, financial aid programs, awards and student eligibility.
- Monitor program activities and budgets.
- Develop and maintain cooperative and effective working relationships with others including those from diverse academic, socioeconomic, cultural and ethnic backgrounds.
- Prepare clear, concise and comprehensive reports and written materials.
- Exercise sound, expert independent judgment within general policy guidelines such as when reviewing and screening applications for financial aid to determine eligibility and evaluate special circumstances.
- Use a high degree of tact, diplomacy, and discretion in dealing with sensitive and complex issues and situations and information on behalf of the college.

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- Communicate effectively, both orally and in writing.
- Work cooperatively with a variety of individuals and coordinate activities with all levels of college organization.
- Meet schedules and timelines.
- Operate a computer and software involving word processing, spreadsheets, databases, imaging and desktop publishing.
- Plan, organize and supervise work and staff; train, supervise, evaluate, and provide work direction and guidance to others.
- Understand and follow oral and written directions.
- Work confidentially with discretion.

**QUALIFICATIONS**

*Education/Experience Required:*

- Master’s degree in a field related to education or program area.
- One year of formal training, internship, or leadership experience reasonably related to the administrative assignment. Three years of related work experience and post-secondary education experience preferred.
- Leadership experience including supervision and evaluation personnel and budget management or an equivalent combination of training and experience preferred.
- Sensitivity toward the diverse student population served.

Licenses, Certificates and Special Requirements:

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**APPROVALS**

Date Created/Revised:	06-02-2017
Cabinet Reviewed:	03-03-2020
Board Approved:	05-13-2020

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)