Vice President for Student and Outreach Services

Department: Student and Outreach Services
Job Status: Full Time
FLSA Status: Exempt
Reports To: President
Grade/Level: Admin/Prof Classification III
Amount of Travel Required: As needed
Positions Supervised: Associate Dean of Student Services, Director of College Connection, Registrar, Director of Admissions, Administrative Assistant
Contract Length: 12 months

Work Schedule:
Monday - Thursday 8AM - 6PM
Friday 8AM - 12PM
Or as assigned by the supervisor

PURPOSE:
This position is responsible for leading all student services and enrollment management functions of the college. This also includes providing support services for students enrolled in online classes and/or regular classes at the off-campus sites. This person will also oversee student services for individuals participating in the college’s various outreach services programs.

MAJOR RESPONSIBILITIES:

- Provide appropriate leadership for the planning, implementation, and evaluation of all student/outreach programs and/or services, including, but not limited to, admissions, records, the registrar’s office, enrollment management, student activities, student organizations, advisement and counseling, financial aid and scholarships, testing, special support services, career and transfer services, retention and recruitment, veteran’s services, international students, cultural diversity, adult education, off-campus centers, and Communities In Schools, TRIO, and related grant programs.
- Develop, monitor, and maintain effective customer services and enrollment management processes and procedures.
- Participate actively in the College’s annual strategic planning processes and in the achievement of the college’s vision and mission.
- Exhibit fiscal responsibility and accountability in the development and management of budgets; monitor spending and approve expenditures according to annual spending plans; perform budget revisions and prepare budget reports as necessary.
- Work closely with the Executive Vice President for Instruction to create and maintain a student-centered curriculum and to develop and maintain local school and community partnerships.
- Supervise assigned staff for the effective delivery of all programs and services.
- Establish and chair advisory groups for programs and services as necessary.
- Create strategies for the accomplishment of assigned responsibilities and work with faculty and staff to develop both short and long-term goals and objectives for the student services/outreach division that focus on student learning.
- Participate in the development of both the College and departmental budgets, monitor departmental spending, approve expenditures according to annual spending plans and prepare budget reports as needed.
- Recommend appointments, transfers, promotions, reclassifications, disciplinary action, layoff or termination of subordinates; assign work, communicate job expectations and performance measures; conduct performance evaluations and plan for staff development of unit employees; monitor and approve use of paid leave; ensure that all duties are performed in compliance with college policies, procedures, and equal employment opportunity guidelines.
- Plan and implement systematic evaluations of all personnel, programs and project within student/outreach services; actively participate in system audits, professional accreditation studies and other College evaluation processes. Oversee the preparation of applicable federal and state reports.
- Conduct studies to determine the effectiveness of student development and support programs, processes, and staff.
• Assist in the development of grant proposals to provide unique funding to assigned programs from outside governmental and private agencies.
• Organize and conduct meetings with direct reports and with all members of the division on a regularly scheduled basis.
• Develop goals and strategies for accomplishing assigned responsibilities, participate in College strategic planning and assessment processes and develop personal professional development goals, accordingly.
• Be an active member of the community by representing the college at various functions, and by supporting and/or participating in various community educational, civic, and social activities.
• Represent the College at conferences and workshops appropriate to the position.
• Conduct reviews of all student services programs on a scheduled basis.
• Serve on the President’s Cabinet.
• Perform other work related duties as assigned by the President.

QUALIFICATIONS

• Demonstrated skills as a visionary and leader.
• Strong management skills, including a strong financial background, the ability to manage or adapt to change, make difficult decisions, encourage conflict resolution, and assure employee and department accountability.
• Demonstrated ability to listen and evaluate employee/student/community contributions to College operations.
• Successful experience as a mentor and team developer.
• Successful experience building collaborative partnerships with various constituencies.
• Demonstrated cultural competency, including successful experience working with diverse groups.
• Demonstrated effective customer services skills

Knowledge of:
  • Organizational leadership, team building, management, staff development and communication techniques
  • Student services theory and practice.
  • Student enrollment enhancement and retention techniques and strategies.
  • Student success strategies.
  • Budget development and implementation at a division level.
  • Matriculation, transfer, career and occupational issues.
  • Articulation agreement processes.
  • Special services requirements (e.g. ADA, Carl Perkins)
  • Curriculum development at both the course and program level.
  • Employment and facility contract implementation and management.
  • Federal and state codes, laws and regulations relating to the functions of this position.

Ability to:
  • Provide quality leadership resulting in productive, efficient working relationships.
  • Provide administrative direction and supervision to program directors and staff.
  • Plan, develop, and administer student services programs, policies and procedures, and operational activities.
  • Select, train, supervise, motivate, and evaluate program

ADDITIONAL ESSENTIAL POSITION FUNCTIONS:

• May exceed 40 hours per week on a consistent basis, including evenings and weekends.
• Visible and available on campus during the standard 40 hour work week.
• Available as necessary via phone, email and text including evenings and weekends.

EDUCATION AND EXPERIENCE

• Master’s degree from an accredited institution in an area appropriate to the responsibilities of the position. A doctorate is preferred.
• Minimum of five (7) years of successful management experience in student services or equivalent.
• Successful higher education counseling, teaching, or other work experience within student services areas.
SIGNATURES:

Vice President for Student and Outreach Services

President

Job Description developed: April 2010
Reviewed:
Revised: August 2013
Revised by: Diana Hall
Prepared by: Dr. Judy Traylor