

# BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: ASSOCIATE DEAN, STUDENT SERVICES**

**M249.100**

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**BASIC FUNCTION:** Under the administrative direction of the Dean of Enrollment Services, the Associate Dean of Student Services assists with administering, planning, coordinating, directing, and evaluating all aspects of assigned departments, programs, and services. The Associate Dean of Student Services develops, coordinates, oversees, manages, and performs other Student Services administrative duties as assigned.

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**REPRESENTATIVE DUTIES:** *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.)*

1. Administers the overall operations and related functions of the assigned departments, programs, and services within Student Services.\*
2. Provides professional leadership, assessment, formulation, development, and expansion of ideologies as well as evaluations over assigned departments and programs.\*
3. Ensures that all assigned Student Services areas are operating efficiently and effectively, implementing policies and processes for ensuring a safe and educational campus climate.\*
4. Ensures the accurate and timely dissemination of information concerning campus policies and procedures to staff, students, and the public; works with individual departments to ensure information accuracy; may work with the appropriate department in the preparation of the admissions/registration portion of the class schedule and College catalog.\*
5. Assists with collaboration within assigned departments and between applicable Student Services departments to continuously improve student programs and processes.\*
6. Ensures students have access to an array of resources in order to successfully complete their academic programs and maintain strong collaborative relationships with faculty and staff to support student retention and success. \*
7. Assists with the development and preparation of the annual budget for assigned departments and programs. Recommends and monitors all expenditures for assigned departments and programs.\*
8. Assists in the development of unit plans, student learning outcomes, program reviews and year-end reports for assigned departments and programs.
9. Assists with promoting and implementing programs and services to support diversity, inclusion, and equity.\*
10. Directs the development, maintenance, and distribution of promotional materials, including but not limited to websites and various social media associated with all assigned departments and programs.\*
11. Participates in the selection, management, and evaluation of academic, management and classified staff within assigned departments. Supervisory duties include planning and assigning work, maintaining standards, coordinating activities, acting on employee problems, assisting with new employee selection, recommending employee discipline, transfers, promotions, and discharge as appropriate. Reviews and evaluates the work of subordinates for effectiveness, accuracy, and adherence to District policies; offers advice and assistance as needed.\*
12. Provides a full range of clerical and technical support, including but not limited to providing information, assistance, and guidance in person, by telephone, by written correspondence, and/or by electronic technology to students, faculty, staff and the general public in a pleasant and helpful manner; assembles files and duplicates materials; composes and prepares office correspondence, materials, reports, forms, brochures, spreadsheets, charts, graphs, tables, presentations, handbooks, manuals, and other related departmental documents; answers phones, refers callers, and takes messages; maintains and orders supplies; may prepare agendas and take minutes of meetings, as needed.\*

13. Supervises and coordinates activities regarding Student Services programs provided to students.\*
14. Works collaboratively with those contacted in the course and scope of work.
15. Serves on a variety of District committees as requested and required.
16. Performs related work as required.

**MINIMUM QUALIFICATIONS:****EDUCATION AND EXPERIENCE:**

- Master's Degree; AND
- Three (3) years of demonstrated experience as a director or management level position at an accredited institution of higher learning, with at least one (1) year of supervisory experience preferred

**CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

- Hold and maintain a valid driver's license throughout duration of employment with the District.

**DESIRED QUALIFICATIONS:**

- Related experience in counseling, assessment, social services, program development, or business management.
- Experience in a community college Student Services department.
- Professional experience in a higher educational setting.

**KNOWLEDGE, SKILLS AND ABILITIES *(may be acquired through education, training and/or experience)*:**

**Knowledge of:** District policies, rules, and procedures; laws and ordinances pertaining to the specific responsibilities of the position; California community colleges, especially related to student success; California Education Code as it applies to Student Services; supervisory and managerial concepts and principles; Student Services development theories and methods of implementation; Student Services systems; modern office management methods and technology, including computers and a variety of software programs; website maintenance; use of social media; preparation and administration of budgets; organizational development and administration; staff and program management, community college counseling and assessment.

**Ability to:** Apply District policies, rules, regulations and procedures; ensure compliance with all laws, regulations and policies through effective supervision; motivate and provide effective leadership and direction; plan and coordinate the most effective use of staff and resources to achieve departmental goals and objectives; communicate professionally in confrontational situations; plan, organize, and conduct effective meetings; demonstrate proper and effective speaking and telephone techniques; learn and understand related sections of the Education Code as they pertain to Student Services areas of the District; greet the public, students and staff respectfully and respond intelligently to questions regarding policies, procedures, and other departmental information; provide strong organizational skills while paying close attention to detail; demonstrate acceptable planning skills; demonstrate excellent written and verbal communication skills; collaborate with others to develop new policies and procedures, as needed; perform difficult and responsible clerical work with speed and accuracy; operate computers and related equipment with ease; utilize keyboarding skills commensurate with the required functions for this position; compose complex reports and correspondence; keep records and prepare reports and spreadsheets; demonstrate work to others; work independently with an emphasis on detail management; complete work assignments according to established deadlines; maintain and follow schedules and calendars; use effective problem solving skills; understand and follow oral and written directions; establish and maintain cooperative relationships with those contacted during the course of work; make necessary mathematical calculations rapidly and accurately; organize and use various financial information necessary in the preparation of the departmental budget; control and monitor budget expenditures and resource development; demonstrate sensitivity to and respect for diverse populations.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides direct supervision of academic, professional, and classified staff and students, provides technical direction to faculty members as assigned.

**PHYSICAL EFFORT:**

Normal office environment.

**CONTACTS:**

Faculty, staff, administrators, students, and the general public.

**WORKING CONDITIONS:**

Normal office environment.

**NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS**

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.