

BASIC FUNCTION: Under the direction of an administrator, provides leadership and direction as well as supervises the daily operations of the assigned student services department. This position involves independent judgment in the interpretation and application of District policies and procedures along with the established rules and regulations pertaining to the assigned department. Performs related work as required.

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. Supervises and supports departmental staff. Supervisory duties include instructing, planning and assigning work, maintaining standards, coordinating activities and acting on personnel issues. Selects new employees, recommends and approves employee discipline and recommends employee transfers, promotions and discharge as appropriate.
- *2. Reviews and evaluates the work of employees for effectiveness, accuracy and adherence to department policies, rules and procedures; offers advice and assistance as needed.
- *3. Directs the complex work flow of the assigned student services department and ensures an effective, efficient and functioning office.
- *4. Records and approves all absences; approves all employee timesheets.
- *5. Develops and administers training programs for new and existing employees.
- *6. 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.
- *7. Prepares and maintains the department's annual budget; maintains budget records as required.
- *8. Utilizes computers to perform advanced-level document production, including the complex formatting of documents, creating charts, establishing and maintaining databases, using spreadsheets, performing the required functions of the assigned department and to utilize a variety of software and hardware.
- *9. Provides a full range of clerical and technical support, including but not limited to providing information, assistance and guidance in person, by telephone, written correspondence and/or 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.
10. In conjunction with the assigned administrator over the area assigned, assists in the development and implementation of revised and/or new policies and/or procedures, including those to ensure effective and efficient day-to-day operations of the assigned area.
11. Initiates work orders and facilities use requests.
12. Provides assistance to, and backs up co-workers and other staff within department as needed and/or necessary.
13. Initiates and maintains positive relationships with other departments and members of the College community.
14. May serve on a variety of District committees as requested.
15. Performs related work as required.

MINIMUM QUALIFICATIONS:

- **EDUCATION AND EXPERIENCE:**
 - Associate's Degree; **AND**
 - Two (2) years of work experience directly related to the functions of the position as it pertains to the department/area assigned; **AND**
 - Graduation from high school, G.E.D. or the equivalent.
- **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**
 - Hold and maintain a valid driver's license throughout duration of employment with the District.

DESIRED QUALIFICATIONS:

- Two (2) years of experience supervising the work of others within higher education in the area of student services, involving frequent student contact.
- Some travel may be required.

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

Knowledge of: District policies, rules, regulations and procedures; laws and ordinances pertaining to the specific responsibilities of the position; effective supervisory and managerial concepts and principles; modern office procedures, equipment and technology, including filing; proper usage of computers, computer systems and associated hardware and software; proper telephone techniques; proper grammar usage; principles and practices related to student services; California Education Code as it applies to student services; interpersonal skills using tact, patience and courtesy; proper methods and techniques utilized in working with current and prospective students.

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 to classified staff.

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.