Job Title: Associate Vice President, Student Services
Reports to: Vice President, Educational and Student Services
FLSA Status: Exempt
Level: 217
Position Class:

Job Summary:
This position provides administrative leadership, vision, oversight and supervision to the core functions within the division of educational and student services. This is a managerial administration position that requires extensive knowledge for the mission, purpose, and development of college-wide learning outcomes for specific student areas including outreach, dual enrollment, admissions, registration and the College Reach Out Program.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Provides vision, oversight, supervision and evaluation of college-wide services, procedures and technological systems that ensure student integration and success into the college environment including awareness, admissions, registration, retention, and graduation.

2. Supervises and directs the planning, development, budgeting, implementation and evaluation of all college-wide polices, procedures and systems used to implement student outreach initiatives, including dual enrollment, admissions, registration and retention goals, grant funded programs and technology systems.

3. Supports the College mission to serve the unique and diverse needs of students and helps provide a variety of services and programs that promote student learning and development.

4. Provides and assists with leadership in the development, implementation and evaluation of initiatives involving the use of technology for the division focusing on process improvements and efficiencies in the areas of student records and on-line services; ensures compliance with all mandated technology initiatives.
5. Provides and assists with leadership that will sustain and initiate enrollment growth along with service strategies that are conducive to a student-centered learning environment.

6. Provides leadership and direction for the College for the evaluation of post-secondary transfer credit including articulation agreements and on-line technological services designed for efficiency.

7. Monitors and implements state and federal guidelines relating to students records; serves as the main contact for the College for FERPA compliance focusing on the security of student records.

8. Supervises, mentors and evaluates direct reports which includes managers, coordinators and career staff; plans, develops and provides oversight for all budgets under direct supervision.

9. Leads and facilitates a student services team that builds and maintains a culture of optimal enrollment management goals coupled with student success strategies and provides vision and leadership for the optimal use of technology for student services.

10. Teams with academic and administrative departments to provide awareness campaigns for the college. Coordinates the internal and external marketing of student programs and services in collaboration with academic and administrative offices.

11. Develops and maintains quality student service focused programs for the college. Works with campus administrators to develop programs and services that promote academic excellence, recruitment, equity, retention and student success.

12. Promotes community outreach support and promotes strong relationships with local school districts and agencies; serves as an advocate for at-risk student populations.

13. Monitors and supervises grant expenditures and provides guidance to the College Reach Out Program director regarding compliance and proper expenditures of funds and required reporting deadlines.

14. Assists with the development and implementation of services to students who need a bridge program between high school graduation and post-secondary education.

15. Ensures compliance with all NJCAA (National Junior College Athletic Association) rules and regulations for the determination of athletic eligibility for collegiate sports on behalf of the College and certifies all student athletes for participation.

16. Actively participates in professional organizations to enhance and gain knowledge of governmental changes in policy that impact post secondary education and to collaborate with other professionals to learn innovative techniques to improve student success and promote retention.

17. Serves on the Student Services Executive Management team serving as a key contributor for the division to help develop and implement a comprehensive student services plan for recruitment and retention of students promoting collaboration with college staff and other constituents to achieve the college mission and goals through campus and community engagement; aids in the implementation of division goals and objectives for
the division by partnering with the Vice President for Educational and Student Services, Associate Vice President for Student Development, directors and coordinators in the division to set division goals, objectives and strategic priorities.

18. Serves as an active member of the President’s Advisory Council and serves in a variety of college leadership roles on college committees upon the direction of the Vice President for Educational and Student Services.

19. Provides administrative support and input to and performs additional duties as assigned by the Vice President for Educational and Student Services.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Earned doctorate from an accredited university, preferably in higher education or educational leadership with seven or more years related experience and/or training, or equivalent combination of education and experience and/or training; or equivalent of education and experience.

- **Supervisory Experience:**
  Five or more years of direct supervisory experience in post-secondary education including responsibility for hiring, firing, performance management, training and coaching is required.

- **Language Ability:**
  Ability to read, analyze, and interpret scientific and technical journals, financial reports, legal documents and professional journals. Ability to respond to technical questions and/or complaints from college leadership, customers, regulatory agencies, or members of the community. Ability to write detailed reports, business correspondence and policy and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

- **Math Ability:**
  Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, etc. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exits. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart or schedule form.
• **Computer Skills:**
  Working knowledge of word processing, spreadsheet, presentation, college database, e-mail, Internet, and reports retrieval software. Basic working knowledge of administrative software packages and possesses an ability to analyze system setup and demonstrate resolutions to technical issues.

• **Certificates and Licenses:**
  None required.

**Responsibility for People and Property:**
Responsible for the supervision of division staff that encompasses Outreach, Admissions, Registration, technology for student services and the College Reach Out Program.

Responsible for budgets for all areas under direct supervision.

**Responsibility for Communication:**
• **Internal Contacts:**
  This position has routine contact with SCF students and all levels of SCF faculty and staff.

• **External Contacts:**
  Routine contact with prospective and enrolled students, upper division college and university representatives, vendors, local and state governing agencies, K-12 school boards/supervisory personnel, College attorney, and the local media.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is routinely required to talk or hear. The employee is frequently required to sit, use hands and fingers and reach with hands and arms. Occasionally required to stand, walk, climb or balance; stoop, kneel, crouch, or crawl, and lift up to 25 pounds. Special vision requirements include close vision.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to
provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

<table>
<thead>
<tr>
<th>Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department Budget Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area Vice President</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Director, Human Resources</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>