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| FEATHER RIVER  COMMUNITY COLLEGE DISTRICT  570 Golden Eagle Ave., Quincy CA 95971  (530) 283-0202, ext. 257  www.frc.edu |

**CHIEF STUDENT SERVICES OFFICER**

**DEFINITION:**

Under the direction of the Superintendent/President the Chief Student Services Officer (CSSO) is responsible for the overall leadership and general management of the student services departments and programs at Feather River College. This includes responsibility for planning and accountability reporting associated with student support services, and assisting the college with planning, research, and related functions. Responsibilities extend to include grant programs supporting existing and future college students. The CSSO is also responsible for the promotion and general support of student life, as well as promoting and responding to student-community involvement.

**CLASSIFICATION:**

* FLSA Exempt
* Educational Administrator
* Date Modified: September 2016

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

* Leadership, supervision and oversight of student services functions, departments and managers, including planning and accountability reporting
* Enrollment management, recruitment, marketing and outreach; in cooperation with Chief Instructional Officer
* Establishing and accomplishing goals for each program area within student services and disseminating these goals and results to the College community
* Resolving student behavior issues, student discipline, student complaints and grievances
* Facilitation of implementation and problem-solving for effective database functions, especially in relation to student records, student accounts, and related functions; facilitation of cooperation among Business Services, Information Services, and other departments engaged in database use, maintenance and implementation
* Convening, chairing and guiding shared governance committees including Student Services Council, Strategic Enrollment Management Committee, Diversity Committee, Student Intervention Committee, and Communications Committee and related committees and processes
* Improvement of workflow and customer environment in areas of responsibility
* Achievement of strategic goals & objectives related to student services, institutional research and learning assessment support
* Development, oversight, and compliance of grant programs appropriate to student services
* Liaison with community organizations as necessary for fulfillment of responsibilities; and relationship-building as required
* Marketing for the college, and coordination/oversight of marketing and publicity efforts that occur at the departmental level
* Oversight and coordination of outreach to regional school districts and K-12 populations
* Oversight and coordination of recruitment activities, whether college-wide or department-based
* Coordination and oversight of community education activities and offerings, as assigned
* Fulfillment of accreditation standards, resolution of accreditation recommendations and planning agendas
* Student housing oversight and liaison with college foundation concerning housing issues and needs
* Coordination of Counseling/Advising, and liaison with Instruction to ensure classes are offered in an optimal sequence for student progress to degree/certificate
* Serve as Extended Opportunity Programs and Services (EOPS) Director
* Mentoring, management, and evaluation of student services employees
* Advocacy for students and student services both on campus and in the community
* Coordinate Student Government and establishment of communication with student groups to appropriately represent their needs and issues
* Oversight of fiscal and budgetary requirements of student services;
* Establishment and facilitation of on-going communication within student services and the College
* Responsible for developing and disseminating information and conforming with the Violence Against Women Act regulations and the Affirmative Consent Law
* Other duties as assigned

**DEPARTMENTS REPORTING TO CSSO:**

* Admissions & Records
* Financial Aid
* Student Government & Clubs
* Outreach & Recruiting
* Residence Halls
* Student Employment
* Academic Advising
* Career/Transfer Center
* Student Success & Support Programs (SSSP)
* Student Equity
* Extended Opportunity Programs & Services (EOPS/CARE)
* CalWORKS
* Disabled Students Programs & Services
* WorkAbility III
* TRiO Grants
  + Educational Talent Search
  + Upward Bound
  + Student Support Services
* Child Development Center

**KNOWLEDGE AND ABILITIES:**

* Working knowledge of student services programs at the community college level
* Demonstrated experience in the managing, developing, coordinating, preparing and monitoring of multiple state and federal budgets
* Thorough acquaintance with accreditation standards applicable to public community colleges, and with comparable planning and accountability systems
* Strong skills in oral, written and interpersonal communication
* Commitment to diversity and ability to succeed in a changing and challenging environment
* Demonstrated leadership experience in working cohesively between Instruction and Student Services programs
* Demonstrated knowledge and experience in the promotion of excellence in community college education
* Ability to work harmoniously with college faculty, managers, staff and students
* Proven ability to prepare reports and make effective public presentations
* Demonstrated commitment to community college accessibility for all students
* Ability to initiate cooperative interactions with local and other governmental and private organizations
* Ability to work cooperatively with college foundation, including entities such as the college housing, the Feather River Fitness Center, fundraising, and other foundation activities
* Ability to manage and implement technological programs for student services

**MINIMUM QUALIFICATIONS:**

* Master’s degree from an accredited college or university
* One year of formal training, internship, or leadership experience reasonably related to the administrator’s administrative assignment
* Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students

**DESIRABLE QUALIFICATIONS:**

* A demonstrated record of achievement on challenges similar to those listed in the Essential Duties
* Experience implementing accreditation standards; or experience implementing similar systemic change
* Proven experience in implementing successful programs that lead to greater recruitment and retention of students and college growth
* Master’s degree in Counseling, Psychology, Student Development, Education or related field

**PHYSICAL CHARACTERISTICS**: The physical abilities involved in the performance of essential duties are:

* Frequent standing, sitting, reaching, walking; occasional lifting (overhead, waist level from floor), carrying, bending
* Frequent near vision use for reading
* Constant use of voice (somewhat above normal conversation level)
* Frequent hearing use (ordinary conversation level)
* Evaluative and cognitive thinking and decision making
* Vision sufficient to read handwritten and printed documents and computer screens
* Speech and hearing sufficient to communicate in person and by phone
* Manual dexterity sufficient to use a variety of office equipment and tools, computer keyboards and manipulate papers
* Mobility sufficient to move throughout the work site