

## **DIRECTOR, STUDENT LIFE**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Student Life Office, including, student awards ceremonies, Inter-Club Council and student clubs/organizations, and student leadership development programs; serves as advisor and provides guidance to Associated Student leaders in areas of leadership development, budget management, and implementation of Associated Students Constitution, By-Laws, and Directives; oversees student discipline and student grievances processes; coordinates assigned activities with other College divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance in areas of expertise, including administrative support for the Student Center.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification that oversees, directs, and participates in all activities of the Student Life Office, including planning and development and administration of departmental policies, procedures, and services. This class provides assistance in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and College functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Assumes full management responsibility for all Student Life Office programs, services, and activities, including, student awards ceremonies, Inter-Club Council and student clubs/organizations, and student leadership development programs.
2. Attends meetings and advises Associated Students; advises and counsels student leaders on student senate, student court, elections committee, executive board, and Inter-Club Council.
3. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.

4. Manages and participates in the development and administration of the department's and Associated Students annual budgets; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
5. Oversees procedures, timelines, and reports for student discipline and student grievances; advises faculty, staff, and administrators on appropriate responses to student conduct incidents and provides guidance in student grievances; meets with students; gathers data, establishes timeline of events, and determines findings; completes reports and forms.
6. Collaborates with faculty, counseling, and support programs to develop and implement innovative programs and strategies to support student success.
7. Facilitates training of faculty, student leaders, and administrators who serve on Student Conduct Board Hearings as a part of the student discipline process.
8. Conducts presentations on student conduct and grievance procedures and best practices at new faculty orientations.
9. Coordinates and provides supervision for student conferences and various Associated Students sponsored events; coordinates student travel, workshops, lectures, and guest speakers.
10. Oversees and directs the maintenance and inventory of equipment in of the Student Life Office, and assists with the oversight of operations and student activities of the Student Center.
11. Provides guidance and advisement for of Recognized Student Clubs and Organizations, which includes Inter-Club Council.
12. Supervises the coordination of the student leadership certificate program and campus lost and found program.
13. Coordinates with the assigned managerial personnel with planning, organizing, and participating in the College's Commencement ceremony.
14. Advises, provides guidance, and prepares and delivers presentations on issues and programs pertaining to student life.
15. Contributes to the overall quality of the department's services by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
16. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects.
17. Responds to difficult and sensitive public inquiries and complaints, including matters pertaining to freedom of expression, and assists with resolutions and alternative recommendations.
18. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
19. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

20. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
21. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
22. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
23. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
24. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
25. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Principles, practices, theories, and methods of handling student discipline and student grievances.
6. Principles, practices, and methods of advising and counseling students.
7. College and State standards, policies, and requirements governing student discipline and grievances.
8. Organization and operations of co-curricular programs and activities including student government, clubs, and special events.
9. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
10. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
12. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

14. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

**Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of faculty, management, and staff.
3. Critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Provide administrative and professional leadership and direction for the department and the College.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer a variety of student life programs, services, and activities, including but not limited to conducting structured meetings with staff and leading student conduct hearings.
12. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Effectively work with, advise, and counsel college students of a diverse academic, socioeconomic cultural, disability, and ethnic backgrounds.
16. Establish and maintain a variety of filing, record-keeping, and tracking systems.
17. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
18. Communicate effectively through various modalities.
19. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Master's degree from a regionally or nationally accredited college or university in a related field of education; and
2. Three (3) full-time equivalent years of experience working in student life or student services as a coordinator, supervisor, assistant director, or director level, including demonstrated experience in student leadership and student governance.

**Desirable Qualifications:**

1. Demonstrated experience interpreting and applying student discipline procedures.
2. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
3. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

**Licenses and Certifications:**

Possession of, or ability to obtain, a valid California driver's license by time of appointment.

**PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023; 7/2024