

## **STUDENT SUPPORT SUPERVISOR**

### **DEFINITION**

Under the direction of the assigned administrator and in cooperation with program coordinators, plan, organize, and direct the operations of assigned programs.

### **TYPICAL DUTIES**

Typical duties of assigned programs/services may include, but are not limited to: plan, organize and direct the operations of assigned student and/or academic support programs for student success and overall program effectiveness; coordinate support services; establish and maintain accurate recordkeeping for assigned programs and appropriate agencies, which may include student eligibility, participation and progress; coordinate services in support of students taking classes, including in an online environment; train, supervise and evaluate assigned employees; participate in interviewing and selection new employees; ensure accountability and adherence to applicable laws, regulations, policies and procedures; prepare, monitor and maintain budgets and expenditures for functions and activities in accordance with District policies; develop and implement departmental procedures, forms, activities, and materials required for efficient operations of assigned programs; develop and conduct training and appropriate implementation for effective program operations and accountability; participate in program review and audits; assist with and/or prepare, maintain and monitor area/program funds, budget allocations, expenditures, and other related functions to ensure compliance with established guidelines; prepare and submit program and grant related plans, reports and other documents; interpret and apply complex procedures in diverse situations using independent judgment; respond to requests for information from students, employees and the public; build and maintain effective working relationships, working collaboratively with other college and district employee, faculty, administrators and agency representatives; coordinate assigned program workshops and events; administer disciplinary actions if necessary; may develop and maintain liaisons with, but not limited to, local high schools, area employers and local community-based organizations to provide enhanced opportunities for students; may oversee and participate in outreach and recruitment activities; may lead or serve on appropriate committees; perform related duties as assigned.

Assigned programs/services may include, but are not limited to, one or more of the following:

- California Work Opportunity and Responsibility to Kids (CalWORKs) / Temporary Assistance for Needy Families (TANF)
- Call Center
- Career Center
- Disabled Student Programs & Services (DSP&S)
- Extended Opportunity Programs and Services (EOP&S)/Cooperative Agencies Resources for Education (CARE)
- Library
- Online Support Services
- Open Learning Resources Labs
- Outreach
- Reading Writing Center
- Tutoring
- Veterans Resources Center

## **QUALIFICATIONS**

### **EXPERIENCE**

Three years of increasingly responsible experience, including one year in a lead or supervisory capacity, in student services, academic support services, public services, community college and/or public agency program development, coordination and evaluation, or similar experience (the required lead/supervisory experience may also be used to meet this requirement).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

### **EDUCATION**

Bachelor's degree from an accredited institution; **OR**, an Associate's degree from an accredited institution **AND** two additional qualifying years of experience.

### **SPECIAL REQUIREMENTS**

If assigned to the CalWORKs/TANF program: Employment is contingent upon meeting the requirements of Los Rios Board Regulation R-8343, including possessing and maintaining a valid California Driver's License. The position may require operating a District or personal vehicle in order to complete assigned work within the scope of the position duties.

### **KNOWLEDGE OF**

Principles and practices of effective leadership, supervision and training; applicable federal, state and local laws and regulations, such as Education Code, Labor Code, Code of Regulations; applicable District policies, regulations, collective bargaining agreements, standard operating procedures and objectives of assigned programs; current industry practices; computer systems, applications and procedures and techniques related to assigned programs functions, educational records management and retention, modern office practices, procedures and equipment; budget preparation and management; awareness of the needs of students in the assigned programs; grants, report development and monitoring; community college student populations; student and academic support services programs and categorical program policies and practices; interpersonal skills using tact, patience and courtesy, principles and practices of supervision, training; and college and district policies and procedures.

### **ABILITY TO**

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select, train and evaluate employees; accurately apply and explain laws, regulations and policies; analyze situations appropriately, develop courses of action to resolve problems, and implement solutions; meet schedules and timelines; prepare clear, complete and concise reports; maintain accurate and organized records; communicate information and give instructions clearly, concisely and logically to others; prepare and deliver presentations; utilize current technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience and courtesy; work cooperatively with the public, students and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; exercise discretion and confidentiality; coordinate the use of technology for record management and retention; maintain adequate internal controls and audit trails; resolve complex situations; and conduct individual and group training activities.

Collaborate and foster inclusion in a diverse organization.

Have sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.