San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: **Student Services Supervisor I**

Unit: **Supervisory and Professional**

DEFINITION

Under the general supervision of a Student Services Supervisor II or other assigned supervisor, supervise a student services operation.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification typically supervise student services activities for a particular shift, either day shift or late afternoon and evening shift. The Student Services Supervisor I supervises the full range of admission and records or other student services functions including admissions, records, veterans, attendance accounting and grade reporting. The Student Services Supervisor II is responsible for coordinating the activities of all personnel in student services for both day and evening shifts and for establishing policies and procedures for the entire college student services operation.

EXAMPLE OF DUTIES

1. Coordinate and supervise the office operation including, but not limited to admissions, registration, residency, certifications, records and veterans, and others for a specific shift.

2. Supervise, train, evaluate and assign office staff; participate in the hiring and disciplinary recommendations of staff.

3. Assure compliance of staff during a shift with District rules, policies, procedures and laws governing residency, veterans, admissions and testing, and other areas of student services.

4. Assist students and staff in resolving problems and complaints involving admissions, records and grades, and other areas of student services.

5. Recommend forms of procedures to be used for the admission and registration of students and other assigned areas.

6. Maintain permanent student records.

7. Provide information to students and staff regarding registration, enrollment, grades and class schedules, and other areas of student services; respond to more difficult questions as referred by assigned staff; coordinate and perform admissions activities with other college departments.

8. Assist in monitoring budget expenditures for student services program areas.

9. Serve on special committees and perform special projects as assigned.

10. Prepare and maintain reports and statistics as required.

11. Assist in the development and implementation of the District admissions and records processing calendar.

12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Laws, rules, regulations and policies relating to the registration, admission, and related student services areas of a community college student.
Office methods and equipment, including filing systems, receptionist and telephone techniques and letter and report writing.
Principles of training and supervision.
Modern office practices, procedures and equipment.
Principles and practices of administration, supervision and training.
School District organization, operations, policies and objectives.
Oral and written communications skills.
Applicable sections of State Education Codes.
Mainframe and personal computer hardware and software.
Basic mathematics and accounting principles

Skills and Abilities:

Train and supervise others.
Coordinate student services operations.
Interpret and apply the rules, regulations and policies governing registration and admissions and other functions assigned.
Analyze situations accurately and adopt an effective course of action.
Conduct studies and prepare reports.
Communicate effectively both orally and in writing.
Work independently with little direction.
Meet schedules and time lines.
Maintain records and prepare reports.
Establish and maintain effective working relationships with staff, students and the general public.

Training and Experience:

Any combination of training and experience equivalent to: a high school diploma with at least five years of responsible clerical experience including at least three years in an student services office. College admissions and records experience highly desirable.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.