

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Student Support Services Officer

**Unit:** Supervisory and Professional

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**Job Code:** D2855  
**Original Date:** 07/2004  
**Last Revision:** 07/2024  
**Staff Type:** Academic  
**FLSA status:** Exempt  
**Salary Range:** 04

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### **DEFINITION**

Under the direction of a Vice President, Dean, or assigned manager, develop, implement, and administer student services programs, services, and staff on a college campus and provide leadership and direct services to students. Ensure that the objectives of the program are being met effectively and efficiently, including fiscal management, staff and faculty supervision, and program operations and development. Serve as the liaison to the college, the community, and the State Chancellor's Office. The positions in this classification work directly with a Dean or college Vice President with frequent (daily/weekly) contact for planning and problem solving.

### **EXAMPLE OF DUTIES**

1. Develop and implement all activities and services to meet objectives of the program, including Tutorial Services, Counseling/Advising Services, and Career Advisement. Plan, organize, direct, coordinate, evaluate, and administer services.
2. Provide direct service to program participants, including advising, workshops, and other related services. Serve on committee for the recruitment and selection of new student participants.
3. Develop, monitor, and maintain control over program budget, including expenditures, procurement, and reporting. Make recommendations on staffing, equipment, and other program needs and allocate funds in accordance with federal, State, and district regulations, policies, and procedures.
4. Conduct all aspects of recruitment, screening, hiring, supervision, and evaluation of program faculty and staff. Train, direct, and perform performance evaluations. Establish and provide regular in-service training/informational sessions on program area.
5. Ensure compliance with district, State and federal policies and regulations. Prepare and submit quarterly and annual reports and project evaluations as required by the college, District, and State.
6. Prepare surveys, recommendations, and statistical data for program review, planning, and related institutional needs.
7. Develop consultatively operational policies and procedures for the program area that are student-centered and consistent with mandated requirements.
8. Develop and maintain computerized student database for tracking and reporting purposes, including academic, personal, and service information on project participants to the development of special service/activity forms.
9. Serve as liaison with college and community. Initiate and maintain regular contact with various educational institutions and programs. Establish collaborative working relationships with other campus program areas in developing and delivering innovative and comprehensive programs and services.
10. Participate in college and district governance activities.
11. Perform related duties as assigned.

**DESIRABLE QUALIFICATIONS****Knowledge:**

Budget preparation and control.  
Computerized research methods, including data collection and analysis.  
District organization, operations, policies, and objectives.  
Economic and social barriers similar to those confronting the target population.  
English usage, grammar, spelling, punctuation, and vocabulary.  
Issues facing culturally diverse students.  
Laws and other regulations governing assigned programs and services.  
Modern office practices, procedures, and equipment, including computer hardware and software.  
Oral and written communication skills.  
Principles and techniques of management, training, supervision, instruction, and counseling.  
Principles, goals, objectives, and trends of assigned programs and services.  
Record-keeping techniques.  
Technical aspects of field of specialty.  
Techniques used to recruit, motivate, and retain students in college academic programs.

**Skills and Abilities:**

Administer and control budgets.  
Allocate financial and human resources in accordance with sound management principles.  
Analyze situations accurately and adopt an effective course of action.  
Communicate effectively both orally and in writing.  
Conceptualize, plan, and implement educational and cultural programs and student support services.  
Coordinate program activities and services with other sites, districts, and community programs.  
Develop motivational and/or informational workshops targeting student success.  
Establish and maintain effective working relationships with others.  
Interpersonal skills, including tact, patience, and courtesy.  
Interpret, apply, and explain rules, regulations, policies, and procedures.  
Maintain comprehensive records and prepare reports.  
Operate computers and business-related software, including word processing, spreadsheets, and databases.  
Perform program support functions such as administering contracts and coordinating facilities use.  
Plan, organize, and supervise assigned programs and services.  
Train, supervise, and evaluate personnel.  
Work with students from diverse academic, socioeconomic, cultural, and ethnic backgrounds.

**Training and Experience:**

Any combination of training and experience equivalent to: Master's Degree in Education, Counseling, Public Administration, Business, or related field and three years of administrative experience in an educational organization or social program that services a similar population or program. The following are also required for this academic/educational administrator assignment:

- 1) One (1) year of formal training, internship, or leadership experience reasonably related to the administrator's assignment, AND
- 2) Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

OR

- 1) Two (2) years of recent management experience in an institution of higher education, AND
- 2) Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

**WORKING CONDITIONS**

Physical Requirements:  
Category III

Environment:  
Favorable, usually involves an office.