



STUDENT SUCCESS CENTER SUPERVISOR

SALARY GRADE: [C4-49](#)

DEFINITION:

Under the general direction of the Dean, Language Arts, plan, organize and direct the day-to-day operations of assigned Student Success programs to assure that all state, federal, district, college, and division policies and procedures are met; oversee successful delivery of program curriculum and services. Work with Dean, Language Arts and instructors to hire, train and schedule staff. Participate directly in delivery of services.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Plan, organize and direct the day-to-day operations of assigned Student Success programs to assure that all state, federal, district, college, and division policies and procedures are met. Develop and implement procedures to ensure smooth operations and successful service to students in a safe, clean and orderly environment.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
8. Assist in the instructional program by performing technical work in an instructional learning environment; exercise judgment and initiative in coordinating lab class programs and other instructional facilities and materials.
9. Develop, explain and demonstrate learning exercises and instructional materials to aid in student comprehension of course work; present information to students in a logical, accurate and interesting manner; assist in developing course materials.
10. With specific guidance from lead Faculty, coordinate approved schedules of all lab classes and schedule staff accordingly.
11. Develop and implement staff trainings and in-services to keep staff apprised of program and curriculum developments as well as policies and procedures.
12. Provide information on available resources to students; encourage student participation and advise students regarding learning materials available; respond to student problems, questions and complaints.

13. Ensure effective maintenance of records including instructional materials to be used by students.
14. Coordinate proper use of student data reporting systems.
15. Research, order, and maintain working knowledge of, texts, materials, software, and equipment. Serve as primary contact regarding facilities issues and make minor repairs and adjustments to equipment as needed.
16. Prepare census, payroll and grade reports.
17. Provide information to students, faculty, staff and the general public on program services, curriculum and resources materials.
18. Compile, maintain, and verify information; prepare and maintain records and reports; assure compliance with federal, State, and District laws, regulations and policies.
19. Order, receive, catalog and store supplies, materials and equipment.
20. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Principles of training and providing work direction.
2. Basic reference materials and effective study techniques.
3. Instructional and tutorial techniques.
4. Modern office practices and procedures including use of equipment.
5. Principles of basic accounting and record keeping.
6. Interpersonal skills using tact, patience and courtesy.
7. Subject matter of assigned area of learning.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Assist in the instructional program by performing technical work in an instructional learning environment.
3. Provide instructional assistance and technical advice to students independently.
4. Train, supervise and evaluate personnel.
5. Meet schedules and timelines.
6. Communicate effectively both orally and in writing.
7. Establish and maintain cooperative and effective working relationships with others.
8. Maintain records and prepare reports including maintaining student and personnel confidentiality.
9. Work independently with little direction, overseeing a large staff in a busy environment.
10. Operate a computer including use of software applications for word processing and spreadsheets.

Education and Experience

Any combination equivalent to:

1. Associate's Degree.
2. Three (3) related experience, including 2 years in a supervisory capacity.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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