

# Job Description

Position Title: Dean of Student Services, Systems, and Access

Job Family: Executive Administration

Job Type: Dean

FLSA Status: Exempt

Salary Grade: 10

## Position Summary:

The Dean of Student Services, Systems, and Access provides strategic leadership for the operations of the campus student services centers, virtual support services, new student advising, access and disability resources, transfer initiatives, student services systems and technology, and metrics. This role provides administrative oversight and leadership while supporting college-wide student services operations through strategic planning, management, analytical support, project management, system and technology administration, research, onboarding and student success strategies, evaluation of procedures, policies, and processes, and implementing improvements and modifications. This role is a member of Student Affairs leadership and will work collaboratively with all College units.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides strategic leadership and direction for the areas of oversight, including monitoring higher education trends and adopting best practices in new student advising, campus and virtual support services, student services technology, transfer programming, and access and disability resources.
2. Directs and manages the operations and activities of the unit and sub-units. Participates in strategic planning for student services areas, including other College areas and plans.
3. Oversees the unit's functions by planning, setting goals, coordinating, and evaluating programs and services. Oversees budgeting, accounting, and financial reporting activities for the unit.
4. Directs, coordinates, plans, and evaluates student services, initiatives, and efforts to ensure the accomplishment of strategic objectives and delivery of services and support to students.
5. Provides leadership and advocacy in complex and challenging student situations involving admissions, registration, advising, financial aid, academic records, attendance, satisfactory academic progress, technology, and disbursement issues.
6. Supervises, prioritizes, and assigns work to employees, direct and indirect reports, and cross-functional teams. Oversees employee hiring, corrective action, and disciplinary, including termination recommendations as necessary.
7. Develops, leads, and assigns required professional development training for the unit.
8. Serves as the lead administrator for student services systems, including but not limited to student information systems (SIS), customer relations management (CRM) systems, student management systems (SMS), degree auditing systems, line management systems, and other systems as necessary.

9. Ensures integrity of student services systems and accuracy of accounts by developing access protocols and overseeing and conducting continuous testing.
10. Maintains currency and relevance in the various areas of technology systems.
11. Consults and participates with Information Technology and other College units in developing and enhancing student modules and features within the integrated data management systems.
12. Researches, compiles, and analyzes data. Prepares a variety of statistical reports in written and oral format.
13. Identifies and assesses current and future organizational needs through process analysis and collaboration with senior management and executive leadership to meet unit or college objectives.
14. Leads units using a continuous improvement process to successfully execute the department's strategies and plans. Develops and leads special studies and recommends improvements to department and college practices, policies, and processes.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of administrative procedures and practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of principles and methods for promoting programs and services.
5. Knowledge of managerial and supervisory skills.
6. Skill in organization, coordination and management.
7. Skill in performing a variety of duties, often changing from one task to another of a different nature.
8. Skill in analyzing data and drawing conclusions.
9. Skill in problem solving.
10. Skill in team building.
11. Skill in people leadership and supervision.
12. Skill in effective communication (both written and oral).
13. Skill in independent decision making.
14. Skill in positive productive, and flexible customer service.
15. Skill in budget/resource management.
16. Ability to develop and maintain effective and positive working relationships.
17. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
18. Ability to operate relevant equipment required to complete assigned responsibilities for the position

## Supervision:

- Executive Level Leadership. Supervises work of other managers, including planning and reviewing work.

## Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Institutional Leadership: Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in academic area or a closely related field of study required.
  - Doctoral degree in related field of study Preferred.
  - Eight (8) years of related teaching experience.
  - Six plus (6+) years of related experience with supervisory experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### **Special Conditions of Employment:**

- Pre-employment Background Check Required