

Job Description

Position Title: Student Services Manager

Job Family: Student Services

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Student Services Manager supervises and directs the Student Services team for Workforce Development, Continuing Education, and/or Virtual Services. Supports intergovernmental agreements and coordinates projects and activities in support of Workforce and College initiatives including employer-sponsored educational programs. Delivers complex consultative services and provides conflict resolution encountered by employer partners and business entities, and escalated student challenges.

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. Supervises client services team to support College strategic plans. Prioritizes and assigns work, ensures staff training, conducts performance evaluations, and makes hiring, termination, disciplinary recommendations.
2. Develops, implements, and interprets program objectives, policies, and procedure. Implements, administers, and evaluates projects and services.
3. Develops strategies and coordinates efforts to ensure program success. Develops and maintains internal and external contracts. Serves on internal search committees and workgroups.
4. Provides complex consultative services for employers and partners in educational agreements and employer sponsored education programs.
5. Supervises the collection of technical data and preparation of complex reports, statements, and communication impacting employees, programs, grants, and service providers or vendors. Provides analysis and makes recommendations.
6. Develops, administers, and monitors budgets. Allocates resources and approves expenditures following budget approval.
7. Solves service issue problems concerning partner, employer, and employee student. Works with other departments to resolve issues.
8. Assists employers and partners to set up educational opportunities with organizations. Works with department staff and faculty to develop processes for building opportunities for enrollment.
9. Maintains and oversees professional development, training programs, and curriculum.
10. 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 business management and fiscal practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of managerial and supervisory skills.
5. Knowledge of principles and methods for promoting programs and services.
6. Skill in analyzing data and drawing conclusions.
7. Skill in independent decision making.
8. Skill in people leadership and supervision.
9. Skill in organization, coordination and management.
10. Skill in problem solving.
11. Skill in program development and process improvement.
12. Skill in team building.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

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.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

Minimum Qualifications:

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

- Bachelor's degree in Education, Business, or a closely related field of study required.
- Master's degree in Business Administration or Management or a closely related field of study preferred.
- Three (3) to five (5) years of related experience in student services management, and leadership.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- 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 a 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:

- Some evening or weekend work hours
- Pre-employment Back Check Required
- DMV Check/Current and Valid AZ Driver's License
- On-call rotation duties