

# Job Description

Position Title: Supervisor, Student Services

Job Group: Student Services

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

## Position Summary:

The Supervisor, Student Services performs professional-level supervisory duties in planning, directing, and reviewing the activities and operations within the assigned campus Student Services Center. Develops and improves systems, processes, and procedures to improve the quality of Student Service offerings. Performs special duties in relation to campus needs or projects.

## 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. Prioritizes and assigns work, conducts performance evaluations, trains staff, and recommends hiring, disciplinary actions, and termination of staff.
2. Develops systems, processes, and procedures to improve the quality of Student Service offerings. Monitors procedures to ensure consistency in compliance with all College, State, Federal, and accreditation guidelines applicable to Student Affairs. Manages the development of operational policies and establishes goals and objectives.
3. Collaborates with the Registrar, Financial Aid, Information Technology, Curriculum, Instruction, Placement and Testing and other departments to identify process issues. Makes decisions and solves problems impacting student enrollment and success.
4. Measures the quality of levels of services provided. Collects, analyzes, and disseminates a variety of information. Prepares related reports and summaries; and makes recommendations based on findings.
5. Investigates and resolves issues and complaints from students, faculty, staff, and the general public.
6. Monitors work with external partnerships including 3rd party call center. Supervises staff working with students participating in external partnership programs. Provides quality control feedback.
7. Prepares and participates in a variety of College and community committees, workshops, meetings, training sessions, task forces, and conferences. Develops and conducts formal and ad hoc trainings or workshops on functional or organizational topics.
8. Represents the campus and administrators at a variety of internal and external activities related to student affairs. Approves departmental requests and expenditures.
9. 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. Skill in analyzing data and drawing conclusions.
6. Skill in independent decision making.
7. Skill in people leadership and supervision.
8. Skill in organization, coordination and management.
9. Skill in problem solving.
10. Skill in program development and process improvement.
11. Skill in team building.
12. 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 and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## 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 Higher Education, Student Affairs, or a closely related field of study required.
  - Three (3) to Five (5) years of related experience required.
  - 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 an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally 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 Background Check Required
- DMV Check/Current and Valid AZ Driver's License