

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT EMPLOYMENT SERVICES SUPERVISOR

BASIC FUNCTION:

Under the general direction of the Dean of Student Support Services, supervise and coordinate the operation and activities of the Student Employment Services (SES) office; review, recommend, implement, and interpret departmental policies and procedures and State and Federal regulations related to Student Employment Services, Cooperative Work Experience (CWE), and employment functions of Extended Opportunity Program & Services (EOPS) and CalWORKs programs; and train, supervise and evaluate assigned staff.

REPRESENTATIVE DUTIES:

Coordinate the operation and activities of the Student Employment Services office including Cooperative Work Experience and employment functions of the Extended Opportunity Program & Services and CalWORKs programs. *E*

Participate in the development and implementation of operational goals, objectives, policies, and priorities; recommend and implement resulting policies and procedures. *E*

Supervise, coordinate, and review the work plan for SES office activities; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems. *E*

Provide information and assistance to the college community, local high schools, other colleges and universities, government agencies, the private sector, and community organizations in the marketing of and recruitment for the SES programs through presentations, pamphlets, brochures, flyers, letters, telephone, and personal contact. *E*

Provide support in the coordination of SES activities at Southwestern College's off-site educational centers. *E*

Gather and analyze data related to assigned program; coordinate the development and use of electronic databases, software, and printed materials related to assigned services and activities; prepare a variety of records and reports. *E*

Participate in the selection of assigned SES personnel; train, motivate, and evaluate assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures. *E*

Participate in the development and administration of assigned program budgets; forecast funds needed for staffing, equipment, materials, and supplies; monitor and recommend expenditures and adjustments as necessary. *E*

Participate on various committees; attend and participate in professional group meetings. *E*

Participate in local and Statewide professional and technical development activities; stay abreast of new developments in SES and CWE. *E*

Perform related duties and responsibilities as required.

Student Employment Services Supervisor - Continued

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Student Support Services program philosophies, theories, goals, and objectives including those related to Student Employment Services, Cooperative Work Experience, Extended Opportunity Programs & Services, and CalWORKs programs.

Regulatory requirements pertaining to student employment including those related to Student Employment Services, Cooperative Work Experience, Extended Opportunity Program & Services, and CalWORKs programs.

Program planning principles and practices.

District organization, operations, policies and objectives.

Principles and procedures of statistical record keeping and report preparation.

Proper telephone techniques and etiquette.

Modern office procedures, methods and equipment including computers and applicable software.

Principles of supervision, training and performance evaluation.

English usage, spelling, grammar, and punctuation.

Interpersonal skills using tact, patience, and courtesy.

Oral and written communication skills.

Public relations principles and techniques.

ABILITY TO:

Plan, organize, and supervise the daily operations of the SES office.

Supervise, direct, and coordinate the work of assigned staff.

Select, supervise, train, and evaluate staff.

Perform specialized technical duties related to Student Support Services.

Maintain a high standard of technical specialty in the area of SES.

Prepare a variety of narrative and statistical reports, proposals and agendas.

Research and analyze data.

Compile and maintain accurate and complete records and files.

Maintain audit documentation for SES regulations.

Interpret, apply, and explain SES, CWE, and employment functions of EOPS and CalWORKs rules, regulations, policies, and procedures.

Analyze situations accurately and adopt an effective course of action.

Operate a variety of office equipment including a computer.

Meet schedules and deadlines.

Use discretion while working with sensitive and confidential information.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: an Associate degree and four years of progressively responsible experience that includes supervisory, leadership, organizational and technical experience in an environment involving extensive public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

Student Employment Services Supervisor - Continued

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.

Seeing to read and verify accuracy of data.

Sitting for extended periods of time.

Dexterity of hands and fingers to operate office equipment.

HAZARDS:

Contact with dissatisfied or abusive individuals.

Revised: February 21, 2000

Johnson & Associates

APPROVED BY THE GOVERNING BOARD ON APRIL 12, 2000.