COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: DEAN – STUDENT SERVICES

PAY GRADE: A-17

OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

To develop, implement, supervise, evaluate, and provide leadership for the development of a comprehensive program of student services including student conduct, access services, career counseling and placement, testing and assessment, retention and student success services, Student Assistant Program, Early Alert Program, and ombudsmen services for students, faculty and the community.

PREREQUISITES FOR POSITION (Qualification Standards):

1. **Education or training:** A Master’s degree in counseling, vocational rehabilitation, psychology, educational administration, student personnel or a related field is required. Doctorate preferred.

2. **Years of experience in field:** Five years of experience required, including three years of administrative experience, preferably in a community college student affairs setting, which should include one or more of the following: student conduct, ombudsmen, counseling/advising, retention and student success, disability services, career counseling, vocational evaluation, assessment/testing, administration, remediation, or a related area.

3. **Special skills or abilities related to position:** Experience in counseling and advising students who are experiencing a wide variety of challenges. Experience in conflict resolution and in handling cases involving students who violate the Student Code of Conduct. Knowledge of the legal issues related to due process and student judicial proceedings. Knowledge and skills with Early Alert Programs and models for student retention. Knowledge and experience with the ADA and students with disabilities. Ability to work well with faculty, staff, students and parents. Ability to problem solve using excellent professional judgment in a wide variety of often complex situations. Experience in administering and interpreting academic, vocational and psychometric tests. Experience working with the local business/industry community. Knowledge of community and College workforce development programs, the agencies/organizations involved and regulatory requirements. Ability to acquire knowledge of college policies and procedures. Evidence of effective communication and human relations skills. Expertise in career counseling and experience in supervising a comprehensive career counseling program.
ESSENTIAL JOB FUNCTIONS:

1. Provide leadership and supervision for Student Services programs which includes student conduct, access services, career guidance and placement, testing and assessment, retention and student success services, Student Assistance Program, Early Alert Programs, ombudsmen services, and student learning outcomes.
2. Perform the role of judicial officer in regards to student conduct and discipline.
3. Oversee the administration and interpretation of academic, vocational and psychometric tests and situational assessments to students and customers and prepare evaluation reports.
4. Provide a wide variety of guidance and referral services to assist students and other customers.
5. Work with industry employers to plan, implement, and administer assessment programs.
6. Supervise and promote the operation of the assessment and testing centers.
7. Develop and implement a variety of educational and informational workshops for students, faculty and staff.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing

ENVIRONMENTAL CONDITIONS

- Works inside in an office environment

(Reasonable accommodations will be made for otherwise qualified individuals with a disability)

PRIMARY LOCATION OF JOB: Ocala Campus; Building 5, Student Union

SUPERVISOR OF POSITION: Vice President of Student Affairs

Revised 2/11/10 - Title Changed
03/17/03