

# COLLEGE OF CENTRAL FLORIDA

## JOB DESCRIPTION

JOB TITLE: DEAN- STUDENT SERVICES

PAY GRADE: A-2

OVERTIME STATUS: EXEMPT

### MAJOR RESPONSIBILITY:

To provide leadership and administrative oversight, including, planning, direction, compliance, and evaluation, for student affairs programs and services under their supervision, including Accessibility and Counseling Services, Testing and Assessment, Student Conduct, Early Support Program (ESP), 24/7 Student Assistance Program, and the college's federally-funded TRIO programs: Student Support Services, Educational Opportunity Center, and Educational Talent Search.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: A master's degree in Higher Education, student affairs, or related field required. Doctorate preferred.
2. Years of experience in the field: Five years or more of relevant experience including progressively responsible management/leadership/supervisory experience in higher education/student affairs, preferably in a community college setting.
3. Special skills or abilities related to the 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 support 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.
- Ability to acquire knowledge of college policies and procedures.
- Evidence of effective communication and human relations skills.
- Ability to supervise comprehensive student mental health services, contracted services, and related off-campus resources.
- Knowledge of state and federal regulatory laws and accreditation standards as they relate to community colleges and the programs and services supervised by this position.
- Ability to handle complex and sensitive assignments.
- Manage budgetary and reporting requirements for assigned departments.
- Ability to establish and maintain effective working relationships with students, faculty and staff and members of the community.
- Other duties as assigned by the supervisor.

#### ESSENTIAL JOB FUNCTIONS:

1. Provide leadership and supervision for student services programs including Accessibility and Counseling Services, Testing and Assessment, Student Conduct, Early Support Program (ESP), 24/7 Student Assistance Program, and two federally-funded TRIO programs: Student Support Services and Educational Opportunity Center.
2. Oversee and implement the Student Code of Conduct and discipline process for the college.
3. Provide a wide variety of student support services and referral services for students.
4. Maintain testing center certifications and accreditations as required by external test vendors.
5. Meet regularly with Academic Affairs leadership about testing center needs in support of students and academic departments.
6. Stay current with assistive technologies and resources for students with disabilities.
7. Stay abreast of federal TRIO regulations and maintain program compliance.
8. Coordinate with IT on maintenance and upgrades to hardware and software needs for testing centers.
9. Provide leadership for drug and alcohol education and related compliance reporting.
10. Lead annual review of Student Handbook, Student Code of Conduct, College Catalog, and college policies and procedures related to student affairs.
11. Liaison with Manager of Public Safety for Threat Assessment Team and student emergency situations.
12. Participate in college-wide committees and projects.
13. Assist with other duties or projects as assigned by supervisor.

(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)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS

- Works inside an office environment.

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

PRIMARY LOCATION OF JOB: OCALA CAMPUS; BLDG 5

SUPERVISOR OF POSITION: VICE PRESIDENT OF ENROLLMENT MANAGEMENT AND STUDENT AFFAIRS