

**PROGRAM MANAGER, STUDENT SUCCESS & SUPPORT PROGRAM (SSSP)**

| **Reports to:**  | Dean of Admissions & Student Support |
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| **Dept:** | Admissions & Student Support | **Range:** | 31 |
| **FLSA:** | Exempt | **EEO:** | Professional/Nonfaculty |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under the supervision of the Dean of Admissions & Student Support coordinate, organize and oversee the staff and daily operations of the credit and noncredit SSSP department at Oceanside, San Elijo and Community Learning Center locations; determine program needs, formulate action plans and work with faculty and staff to provide Student Success and Support Program (SSSP) activities and services; assist in developing and monitoring the department budget; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Plan, assign, schedule, supervise and evaluate the work of assigned department staff; with staff, develop, imple­ment and monitor operational plans to achieve department objectives; manage annual program budget; make purchases and other expenditures in accordance with district procedures and monitor perform­ance against the annual budget; participate in developing, implementing and evaluating plans, processes and procedures to achieve established goals and objectives in accordance with depart­ment standards; prepare and maintain a variety of records and reports.
2. Interview and participate in selecting new department staff; supervise and evaluate staff perform­ance; establish performance requirements and personal development targets; regularly monitor perform­ance and provide training, coaching and mentoring for perform­ance improvement; with manage­ment concurrence, implement the progres­sive discipline process to address performance deficien­cies, in accordance with district human resources policies and classified employee manual provisions.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives and service standards; enforce the maintenance of safe working conditions and ensure safe work practices are followed by staff; provide leadership to ensure a fair and open work environment in accordance with the district’s mission, goals and values.
4. Apply, interpret, explain and enforce SSSP policies, procedures, related information and requirements to students and the public; monitor, update and distribute SSSP records; oversee the update of a variety of SSSP data; evaluate a variety of core services records to determine completion of SSSP requirements; resolve issues of student matriculation status; inform students about course availability, transfer, graduation require­ments, assessment and other instructional programs and student services.
5. Coordinate with district staff to develop and provide SSSP services and activities to meet the needs of the campus and community and ensure consistent implementation of and compliance with approved policies and procedures.
6. With Coordinators and Directors of Student Services departments, plan, organize and implement a variety of outreach activities and programs to recruit and retain high school students in student success programs; coordinate and organize activities to promote services to at-risk students; compose and coordinate publication of departmental brochures, newsletters and other informational material related to student success and student support.
7. Maintain program tracking databases; collect and provide data to the Research, Planning & Institutional Effectiveness department for program evaluation, measurement and verification; compile and analyze statistical records for reports; work with other coordinators for grant-funded programs to ensure effec­tive service to students; prepare SSSP reports for the Chancellor’s Office.
8. With Business & Procedures Analysts and Programmers, assess technological needs and develop solutions for effective service delivery, data capture, and SSSP reporting needs.

### OTHER DUTIES:

1. Maintain and update a variety of department and program-related websites and social media accounts.
2. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

Requirements, guidelines, rules, and objectives applicable to SSSP and general college programs and services.

College assessment and matriculation policies as applicable to areas of responsibility.

General grant administration practices and procedures including budget preparation and control and purchasing requirements.

Principles, methods, and practices applicable to the design and implementation of public relations, community outreach and marketing programs.

District organization, operations, policies, and objectives.

Modern office practices, procedures, and equipment.

Computer applications including internal and external databases.

Principles and practices of supervision and training.

Automated recordkeeping techniques.

College course prerequisites and matriculation policies.

Math and statistical computations.

Appropriate safety precautions and procedures.

Oral and written communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.

Applicable sections of State Education Code and other applicable laws.

Interpersonal skills using tact, patience, and courtesy.

### ABILITY TO:

Learn to interpret, apply, and explain rules, regulations, policies, and procedures and apply them in a variety of procedural situations.

Read, understand, interpret, and apply technical information.

Operate a variety of office equipment including a computer terminal.

Generate and maintain computer records and prepare technical reports.

Read, interpret, apply, and explain rules, regulations, policies, and procedures related to SSSP.

Analyze situations accurately and adopt an effective course of action.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Plan and organize work.

Develop and control budget.

Learn District and state regulations, policies, and procedures.

Understand and follow oral and written directions.

Maintain records.

Meet schedules and timelines.

Work independently with little direction.

Train, supervise or provide work direction and assess student workers.

Operate a vehicle, observing legal and defensive driving practices.

Work confidentially with discretion.

Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

### EDUCATION AND EXPERIENCE:

Education and experience equivalent to a bachelor’s degree and two years related work experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student Services Specialist, Secretary I, hourly classified and student workers.

**CONTACTS:**

District administrators, faculty, staff, students, parents, high school administrators, staff at Chancellor’s office and other colleges, auditors, and members of the public.

**PHYSICAL EFFORT:**

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 25 pounds or less; ability to work at computer, including repetitive use of computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and communications in person, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, on-going basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily works in an office environment. Subject to frequent interruptions by individuals in person or by telephone. Intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.