



ACADEMIC/STUDENT SERVICES MANAGER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Exempt	Officials/Administrators	Management	M3	03/09/17	Academic Administrator	1 of 2

DEFINITION: Under general direction of a higher-level academic manager, manages up to several small educational services programs or projects for a college. Manages and evaluates assigned supervisors, faculty and staff, in conformance with appropriate policies and procedures.

DISTINGUISHING CHARACTERISTICS: An Academic/Student Services Manager is the first level of academic management in the District and serves as an administrator overseeing up to several small educational services programs or projects for a college. In contrast, the higher level class of Senior Academic/Student Services Manager is expected to oversee a medium to large program/project or several small and medium programs/projects.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS: Duties/essential functions may include, but not be limited to, the following:

- Oversees up to several small academic programs and projects for a college, including managing program budgets.
- Assists in the hiring process of management, faculty and classified staff.
- Manages assigned faculty, classified and supervisory staff.
- Assists in the training of assigned supervisory, faculty and classified staff.
- Evaluates assigned supervisory and classified staff.
- Assists in the evaluation of faculty.
- Manages and provides support services to assigned faculty, supervisory and classified staff to enhance the success of programs and projects.
- Facilitates grant applications for assigned programs and projects, manages grants, and prepares required reports.
- Coordinates program functions with other interfacing instructional, student or support services functions.
- Serves as liaison with other college programs, committees, individual students and student groups, and appropriate university, school and other off-campus and community groups.
- Serves on college and district committees as assigned.
- Prepares an annual budget in concert with college goals for assigned program.
- Accurately interprets applicable laws, regulations and collective bargaining contract provisions.
- Responds to and seeks resolution of complaints arising from program activities, including participating in the process of collective bargaining contract grievances.
- Participates in and provides leadership for assigned program reviews and implementations.
- Supports a climate that promotes innovation and improved service to students and the community; cooperates with program staff and other managers to develop processes that are student friendly and supportive of student success.
- Manages and participates in the continued evaluation and improvement of the assigned program's or project's educational services.
- Employs appropriate techniques and strategies to resolve disputes and to enhance communication and cooperation among the members of the college and District communities.
- Assists in accreditation process.
- Actively participates in and supports college and District shared governance components and activities and other collaborative processes.
- Interpret and analyze appropriate laws, policies, rules and procedures to determine impact on assigned program or project and oversee compliance and reporting strategies.
- Travels throughout the District in carrying out responsibilities and functions.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge Of: Computer-based technology for management of assigned program/project; the goals of shared governance; principles and practices of administrative organization and management, planning, supervising and evaluating the work of others, employee motivation and training; applicable federal, state,



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local, District and college laws, rules and regulations, and collective bargaining contract provisions; complex business level English usage, spelling, grammar and punctuation; modern office tools such as computers and printers; typical modern office computer software programs; report and presentation writing.

Ability To: Use organizational skills that enable performance of duties in a timely fashion with attention to detail; effectively communicate orally and in writing; manage financial resources effectively including determining how best to utilize resources and managing budgets and expenditures; use personal computers utilizing typical office software applications, including the Internet; work effectively with managers, faculty and staff in a participatory governance environment to accomplish the goals and objectives of the college and the assigned program or project; exercise good judgment; communicate effectively and constructively with persons of diverse cultures, language groups, and abilities; demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, politics, philosophy, disability, and religious background of all students, faculty and staff; establish and maintain effective working relationships with those contacted in the course of work.

Education/Training: Earned Master's degree or equivalent from an accredited college or university. Certain programs may require a specific major as required by law.

Experience: Equivalent to at least three (3) years of full-time instructional, student, and/or other relevant support services experience.

License/Certification: A valid Class C California Driver's License.

Desirable Qualifications: Depending on the vacancy, a college may request additional job specific desirable qualifications with the approval of the Human Resources Department.

Actions: Newly created classification adopted by the Governing Board on 10/24/01.

Amended: 03/08/17