PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Manager, Orientation and Follow-Up Services

Department: Counseling Services
FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)
Salary Range: 52

Supervision Received From: Dean, Counseling Services
Original Date: March 2015

Supervision Given: Assigned classified, hourly, and volunteer staff
Last Revision: March 2015

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 within the job.

JOB SUMMARY.

Plans, organizes, and coordinates activities related to orientation and at-risk follow-up services, including implementing policies and procedures; assisting with and performing the more difficult and technical activities of the assigned area of responsibility; and event planning and scheduling of student orientation and at-risk follow-up activities.

DISTINGUISHING CHARACTERISTICS.

The Manager, Orientation and Follow-Up Services holds primary responsibility for orientation and at-risk follow-up services for the College and is distinguished from other managers in the Student Services division by its responsibility for administering the orientation and at-risk follow-up services programs.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime as required; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.

2. Plans, arranges, and coordinates the daily operations of orientation and follow-up services; assists in planning and implementing office procedures, including scheduling; development of applicable policies and procedures; and development of protocols for arranging timely problem-solving and issue resolution while ensuring strong customer service standards for students and assigned staff.

3. Assists in the implementation of program goals, objectives, policies, and procedures; ensures compliance with federal, state, and District laws, codes, regulations, and policies.

4. Develops orientation processes within assigned area of responsibility, including on-campus, online, and hybrid options in collaboration with administration, faculty, and staff.

5. In collaboration with faculty and staff, develops follow-up processes for at-risk students on academic/progress probation, facing dismissal, enrolled in basic skills courses, and with unidentified education goals and courses of study.

6. Develops, implements, monitors, and reviews the budgets and program expenditures for orientation and follow-up services in coordination with the Dean, Counseling Services and the Assistant Superintendent/Vice President of Student Services.
7. Develops, documents, prepares, and maintains a variety of statistical and analytical reports and studies.

8. Supervises and participates in the administration, implementation, enhancement, updates, of applicable software, including, but not limited to, PeopleSoft, Customer Relations Management (CRM) and Early Alert; trains staff on use of software; develops and updates related forms and training materials; coordinates the resolution of computer and/or software issues and problems with Information Services and other applicable staff.

9. Develops and maintains procedures for accurate and timely data collection including Chancellor’s Office Management Information System (MIS) data, orientation and follow-up services reporting requirements, and utilization of data for program review and service area outcomes.

10. Ensures confidential student records are maintained in compliance with federal, state, and District regulations.

11. Prepares and delivers oral presentations and workshops on topics related to SSSP and Student Equity to internal groups including, but not limited to, the District’s shared governance groups, Governing Board, and executive administration and to external groups at conferences and other events.

12. Develops, coordinates, oversees, manages, and promotes a wide variety of activities and events relevant to orientation and follow-up services.

13. Participates in shared governance through service on planning and/or operations committees and task forces.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.

2. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. Management principles and practices, including selection, training, evaluation, and discipline.
2. Pertinent federal, state and local codes, laws and regulations, including the California Education Code and applicable sections of Title 5 of the California Code of Regulations.
3. Practices, policies, and procedures relevant to assigned area of responsibility.
4. Procedures, methods, and techniques of budget preparation and maintenance.
5. Public and community relations principles, including the use of tact, patience, and courtesy.
7. Modern office procedures, methods, and equipment including computers and applicable software programs relevant to assigned area of responsibility.
8. Effective public speaking techniques.
9. Principles and techniques of effective event planning.
11. Community college programs, services, operations, and activities.
12. Proper English usage, spelling, grammar, and punctuation.

**Skill in:**

1. Selecting, supervising, training, delegating tasks to, and evaluating staff.
2. Applying pertinent federal, state and local codes, laws and regulations including the California Education Code, applicable sections of Title 5 of the California Code of Regulations, SSSP, and Student Equity.
3. Interpreting, applying, and explaining complex rules, regulations, policies, and procedures, including information of a highly technical nature.
4. Compiling, organizing, analyzing, and interpreting complex data and information from a variety of sources.
5. Preparing clear and concise reports.
6. Budget development and maintenance.
7. Operating office equipment including computers and applicable software programs.
8. Communicating clearly and concisely, both orally and in writing.
9. Coordinating events and activities effectively with other individuals and organizations.
10. Managing multiple responsibilities simultaneously.
11. Assessing difficult situations with accuracy and adopting effective courses of action.
12. Establishing and maintaining effective working relationships with those contacted in the course of work.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds in a community college.

**Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience, including one year of supervisory experience, in a student services setting related to Student Equity and the core functions of the SSSP, including experience in one or more of the following areas: assessment, counseling/advising, orientation, and/or follow-up for at-risk students.

**Education/Training:**

Equivalent to a Bachelor’s degree from an accredited college or university with major coursework in business administration, public administration, psychology, social sciences, or a related field.

**Preferred Qualifications:**

A Master's degree from an accredited college or university.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff, students, and the public.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for walking, standing and sitting for extended periods of time. Must be able to travel to District and other locations.

**Terms of Employment:**

All positions within this classification are specially-funded, and the duration of any position in this classification is dependent upon the continuation of funding.