



Job Title: Student Services Executive Director

JOB DESCRIPTION

Department: Varied
Pay Grade: 121
FLSA Status: Exempt
Remote Work Eligible: Yes

JOB SUMMARY

This position provides senior-level direction for the activities of an assigned student services related department or program; provides assistance and support to students related to the enrollment, registration, and advising services; develops strategies to accomplish College-wide goal; implements policies and procedures; develops and monitors an assigned budget; manages assigned departments/functions/staff; and performs analysis or professional work as needed.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Directs staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations
- Participates in the College's strategic planning by monitoring and updating strategic goals and providing leadership to departments in meeting their annual strategic goals.
- Plans, analyzes, and evaluates programs, services, operational needs, and fiscal constraints.
- Directs the internal operations and controls for student service programs, which includes: planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, and/or standards; ensuring compliance with federal, state, and local laws, regulations, codes, standards, and College-wide goals, policies and procedures.
- Directs and participates in the preparation of departmental budgets, financial reports, and financial aid/governmental loan budgets; monitors revenues and expenditures.
- Analyzes problems, identifies alternative solutions, estimates consequences of proposed actions, and implements recommendations in support of goals; resolves conflict;
- Facilitates, leads, and/or participates in meetings, proceedings, and committees; represents the Department at campus meetings and conferences; and serves as a liaison between departments, external organizations, the general public, and other agencies.
- Provides coordination of academic and/or specialized programs and services.

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- May oversee the Financial Assistance Services provided to students College-wide; counsel students and families on financial aid programs; serve as point-of-contact for all related Financial Assistance Services; and coordinate financial aid community outreach activities.
- May coordinate ADA/504 to maintain College compliance regarding disability issues and complete related training to staff, faculty, and students.
- May write, report, and assess grant opportunities.
- May serve on College accreditation committees.
- May provide College-wide leadership for developing and enhancing online teaching and learning through identification, evaluation, adoption, and integration of effective course design, learning objectives, and pedagogical strategies.
- May champion the College's Quality Matters program to provide structure and training for standards and peer reviews.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in a field related to assigned area (some positions may require higher level of education); five (5) years of management experience in assigned area; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Management principles;
- Applicable theories and principles related to area of assignment;
- Strategy development principles and procedures;
- Applicable federal, state, and local laws, rules, and regulations;
- Higher education institutional operations, structures, policies, and practices;
- Program development and administration principles and practices;
- Project management principles;
- Budget administration principles;
- Assigned department operations and functions;
- Customer service principles;
- Public relations principles; and
- Computers and related software applications.

Skills in:

- Providing leadership;
- Managing projects;
- Analyzing;
- Solving problems;
- Developing policies and procedures;
- Resolving conflict;
- Preparing and administering budgets;
- Planning;
- Evaluating programs and services;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Monitor and evaluate employees;

- Prioritize and assign work;
- Interpret and apply applicable laws, rules, and regulations;
- Identify alternative solutions to problems;
- Manage change; and
- Handle sensitive topics.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	X
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	X	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.		Talking 1 – expressing ideas by spoken word.	
Handling – picking, holding, or working with whole hand.		Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	X	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	X
Hearing 2 – receive detailed information, make discrimination in sound.	X	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	X	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.