



Trinity Valley Community College

Job Description

Vice President of Student Services

COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect, and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

The Vice President of Student Success serves under the President and provides oversight for prospective outreach, and recruitment, of new TVCC students and ensures resources are available for student success. The Vice President also oversees enrollment management, student success, and student support services. Additional responsibilities include assisting and advising the President in matters about student success and actively engaging with community and employer partners to create new partnerships, responsive programs, and revenue opportunities.

REPORTS TO:

President

SUPERVISES:

Student Services Division

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

Master's degree.

PREFERRED:

Doctorate Degree

EXPERIENCE REQUIRED:

Ten (10) years of experience in the administration of student services.

PREFERRED:

Proficiency in Colleague, Canvas, or other management programs.

OTHER LICENSES OR CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS REQUIRED:

- Typing/Data Entry
- Computer software proficiency – Microsoft Office/Excel
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and customer service skills
- Basic Math
- Leadership/ Management
- Attention to detail
- Time management
- Organization
- Operational Systems and procedures
- Administrative practices
- Project Management

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

- Lead all enrollment management and student services functions at all district campuses.
- Foster an environment that values and practices excellence in providing services to students, faculty, staff, and administrators, focusing on efficiency, accuracy, and timeliness.
- Provide leadership at the Vice President level for Intercollegiate Athletics.
- Provide effective communication to the President on matters related to the Athletic Program.

All TVCC positions are security sensitive and require a criminal background check.



Trinity Valley Community College

Job Description

Vice President of Student Services

- Develop, direct, coordinate, and supervise all student services programs, personnel, operations, and activities to ensure compliance with college policies, education code, and state and federal legislation.
- Provide direction and leadership for recruiting students, marketing college programs, and developing outreach programs to enhance cultural diversity and serve students with special needs.
- Supervise and oversee special college events, including scholarship presentations, student recognition programs, and commencement exercises.
- Track trends, best practices, and current legal issues to ensure TVCC's student services are current, relevant, and legal.
- Direct the implementation of programs and strategies to improve these services within assigned areas of responsibility.
- Establish Student Services goals and objectives consistent with the college mission and vision; initiate and participate in program planning and provide direction for ongoing program review and evaluation.
- Establish cooperative efforts coordinating the office of Student Services with the Office of Instruction.
- Work with other vice presidents to complete goals intended for student success.
- Generate the annual budget for all student services operations; assume responsibility for completing all necessary state and federal reports.
- Work closely with the college's institutional research (IR) and information technology departments to facilitate implementing and maintaining a fully automated system for student tracking, registration, and advisement.
- Work with IR to establish student services data systems relevant to assessing student services goals.
- Assess needs for new programs/services; direct the implementation of new programs; facilitate their development and implementation by established approval guidelines and budgets.
- Assist in the recruitment, selection, evaluation, and dismissal of personnel; provide leadership and direction for staff development.
- Recommend to the president the employment, assignment, and dismissal of personnel in areas of responsibility.
- Provide direction and leadership in maintaining partnerships with area elementary and secondary schools, colleges and universities, and other organizations and agencies whose programs and services may assist in serving students or potential students.
- Serve as official spokesperson to the president in matters about areas of responsibility.
- Serve as a member of college administration and other professional agencies to ensure coordination of activities.
- Participate and serve on appropriate college and state committees as assigned by the College President.
- Perform other duties as assigned.

SUPERVISOR RESPONSIBILITIES:

- Accomplishes department objectives by supervising staff and organizing and monitoring work processes.
- Maintains staff by recruiting, selecting, orienting, and training employees and developing personal growth opportunities.
- Accomplishes staff job results by coaching, counseling, and disciplining employees.
- Plans, monitors, and appraises job performance annually and provides constructive feedback and coaching.
- Implements and enforces systems, policies, and procedures.
- Maintains a safe and healthy work environment by establishing and enforcing organization standards and adhering to legal regulations.

All TVCC positions are security sensitive and require a criminal background check.



Trinity Valley Community College

Job Description

Vice President of Student Services

- Completes operations by developing schedules, assigning, and monitoring work, gathering resources, implementing productivity standards, resolving operations problems, maintaining reference manuals, and implementing new procedures.
- Controls expenses by collecting and submitting budget information, scheduling expenditures, monitoring variances, and implementing corrective actions.
- Ensure quality and customer service standards are adhered to as a department.
- Contributes to team effort by accomplishing related results as needed.
- Setting goals for performance and deadlines in ways that comply with the college's plans and vision
- Organizing workflow and ensuring that employees understand their duties or delegated tasks

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Copier
- Cellular Phone
- Fax machine

PHYSICAL DEMANDS:

- Requires: Reaching, Walking, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, Repetitive Motions, Sedentary Work, Computer Work
- Subject to: Lifting
- May need: Light Work

MENTAL DEMANDS:

- Emotional control under stress: Less than 25% of the time
- Frequent interruptions: Less than 25% of the time

OTHER DEMANDS:

None

The above job description has been reviewed with the employee, and it was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: 7/18/01

Revised: 4/13/2022

Classification:	Administration	Coordinating/Non-Coordinating:	C
FLSA Status:	Exempt	TVCC Job Code:	1271
DBM:	F	Travel Required:	Less than 25% of the time
IPEDES/SOC CODE:	15-1142	Employment Status:	Full-Time
Salary Grade:	350	Length:	12 Months
FUND:	001	TRS POS. CODE	TRS 01

All TVCC positions are security sensitive and require a criminal background check.