



Job Description

Job Title:	Dean, Student Support Services	Salary Range:	33
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under general direction of an administrator, the Dean, Student Support Services performs a wide variety of administrative and supervisory responsibilities related to the day-to-day operations and activities of the campus student support services and programs. The Dean, Student Support Services provides administrative oversight of key services including but not limited to Extended Opportunity Programs and Services (EOPS), Financial Aid, Student Life and Leadership, CalWORKs, Veterans Resource Center and Basic Needs along with the responsibility for Title IX compliance, and behavior intervention coordination.

DISTINGUISHING CHARACTERISTICS

The Dean, Student Support Services is distinguished in its role as a leader in Title IX compliance and behavioral intervention coordination, addressing critical issues related to student conduct and safety.

The Dean, Student Support Services is responsible for multiple student services programs, ensuring effective coordination and alignment with institutional goals and objectives to support and promote the overall educational journey of the institution's students.

The Dean, Student Support Services actively supports DEI initiatives and fosters an inclusive environment for students and staff, contributing to the campus's mission to close achievement gaps.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Leadership and Strategic Planning

1. Provides leadership in the administration, organization, and development of assigned student support services and programs to enhance student success and retention.
2. Formulates long-and-short-range goals and strategic plans for student services, ensuring consistency with District and campus plans.

Title IX Coordination

3. Serves as the campus Title IX coordinator, overseeing compliance, investigation, disposition, and institutional monitoring related to Title IX issues.
4. Leads efforts in planning and organizing Title IX educational programs and activities, including awareness campaigns.

Program Development and Compliance

5. Develops and implements plans, policies, and procedures to promote student support services and ensures compliance with state and federal regulations, including Title IX and student conduct policies.



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6. Ensures that behavior assessment and intervention protocols are followed, coordinates with campus safety and other departments to mitigate risks.

Behavioral Intervention

7. Oversees behavior assessment processes, collaborating with various campus departments to identify potential risks and implement strategies to address behavioral concerns.
8. Coordinates and provides regular training on behavioral intervention for faculty, staff, and students.

Budget and Resource Management

9. Develops and manages the budgets for assigned programs, ensuring the proper allocation of resources and compliance with funding requirements.
10. Monitors expenditures and prepares reports related to program operations and activities.

Staff Supervision and Development

11. Trains, supervises, and evaluates staff within the student services department, ensuring effective service delivery and adherence to District policies.
12. Coordinates and organizes staff development programs, providing opportunities for professional growth and training.

Community Engagement and Outreach

13. Develops and maintains relationships with local high schools, community agencies, and external partners to promote student services and increase enrollment.
14. Participates in outreach activities to ensure the visibility and effectiveness of programs and services.

Data Management and Reporting

15. Ensures the accurate collection, analysis, and reporting of data related to student services programs and activities.
16. Prepares and maintains comprehensive records and reports for program evaluation, planning, and compliance with District and state guidelines.

Diversity, Equity, and Inclusion

17. Promotes and leads DEI initiatives within the Counseling and Student Development Division, ensuring services are inclusive and culturally responsive.
18. Participates in District-wide DEI initiatives and trainings to support efforts to close student achievement gaps and promote an inclusive and welcoming environment for all students, faculty, and staff.
19. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

General

20. Performs other duties that support the overall objective of the position.

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Master's Degree in a related discipline; **AND**
- Four (4) years of formal training, internship, or leadership experience reasonably related to the assignment; or work experience directly related to the position;
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position. **AND**
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Experience in teaching or counseling students, preferably in a higher education environment.
- Experience in the management, coordination, or leadership of student support services or programs in a higher education environment.
- Experience and knowledge of guidelines pertaining to Title IX requirements.
- Experience with state directed practices and procedures governing student conduct from both student services and instructional areas of the campus.
- Experience conducting outreach programs.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge and understanding of counseling and student services operations, including student advising, retention strategies, and support services.
- Knowledge of federal and state regulations related to student services, such as the Federal Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge of educational pedagogy and student success strategies applicable for the diverse community college student body.
- Knowledge of principles and practices of public administration procedures.



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- Knowledge of office administration and management practices and procedures.
- Knowledge of budget preparation and maintenance.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of modern office practices, methods, and techniques.
- Knowledge of computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems, student information systems (SIS), management information systems (MIS), and data management practices; computer hardware and peripheral equipment related to the area of assignment.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Student support services, programs, and resources.
- Student success outcomes.
- Program budgets, funding allocations, and available financial resources.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to student support services.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to interpret, apply, and explain rules, regulations, policies, and procedures.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.



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- Ability to complete work efficiently with a variety of interruptions from administrators, management, faculty, staff, students, and the public.
- Ability to understand and follow verbal and written directions.
- Ability to communicate effectively both verbally and in writing.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.
- Ability to review situations accurately to determine the appropriate course of action according to established guidelines.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel, and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.



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Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.