NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Cypress College Fullerton College NOCE NORTH ORANGE CONTINUING EDUCATION

Job Description

Job Title:	Director, Academic Support Programs	Salary Range:	24
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the general direction of an administrator, the Director, Academic Support Programs provides comprehensive leadership, coordination, and oversight for college academic support initiatives. The Director, Academic Support Programs develops and manages programs and services designed to improve student success, retention, and persistence, ensuring alignment with institutional goals and equity commitments.

DISTINGUISHING CHARACTERISTICS

The Director, Academic Support Programs is distinguished from other management roles by its specialized responsibility for overseeing a broad range of academic support initiatives and services that extend across instructional and student service areas. The Director integrates program development, equity-focused support, and cross-departmental coordination to directly advance student achievement. The Director requires expertise in academic support program design, assessment, and reporting, as well as the ability to manage multiple budgets, personnel, and compliance requirements.

The Director, Academic Support Programs serves as the primary campus leader for developing innovative strategies, fostering partnerships, and ensuring that academic support programs are inclusive, data-driven, and responsive to the needs of disproportionately impacted student populations.

ESSENTIAL FUNCTIONS

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

Program Leadership and Development

1. Provides strategic leadership and coordination for academic support programs in collaboration with faculty, staff, and administrators.
2. Develops, implements, and evaluates new and innovative programs to improve student success, retention, and persistence.
3. Promotes academic support programs to campus stakeholders, community partners, and at regional or statewide conferences.

Collaboration and Communication

4. Serves as a liaison between instructional areas, student services, research, and staff development to ensure integrated academic support efforts.
5. Collaborates with District offices, community organizations, local schools, universities, and the State Chancellor's Office to expand resources and opportunities.
6. Represents the college in committees, governance processes, and professional organizations.

Administration and Compliance

7. Provides administrative and technical support for academic support projects, faculty, staff, and students.
8. Monitors and fulfills reporting requirements, including program reviews, action plans, and expenditure reports.
9. Ensures compliance with federal, state, and District policies and regulations related to academic support programs.

Budget and Resource Management

10. Oversees budgets for assigned programs and activities, ensuring resources are allocated effectively to support student success.
11. Researches, prepares, and monitors approved budgets, grants, and supplemental funding opportunities.

Staff Supervision and Training

12. Recruits, hires, trains, supervises, and evaluates assigned personnel; develops and monitors work plans and objectives to ensure high performance.
13. Provides training and professional development for staff, faculty, and student workers engaged in academic support programs.

Assessment and Reporting

14. Collaborates with the campus research office to assess and report on the effectiveness of academic support programs.
15. Analyzes program data and prepares reports to support planning, decision-making, and continuous improvement.

Technology and Process Improvement

16. Identifies and applies technological tools to improve program efficiency and student outcomes.
17. Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.

Diversity, Equity, and Inclusion

18. Supports recruitment and retention of diverse faculty, staff, and students.
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.

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 from a regionally accredited institution in a related discipline; **AND**
- Two (2) years of relevant leadership, management, or administrative experience;
- **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 teaching or working with community college students, managing multiple budgets.
- Management experience in postsecondary education.
- Experience working in a shared governance environment.
- 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 District, college, division, department, and/or program organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of and familiarity with the California Education Code, Title 5, and other applicable laws and regulations related to the area of assignment.
- Knowledge of academic support program development and administration.
- Knowledge of research project policies, procedures, and best practices, including data collection and analysis.
- Knowledge of budget preparation and maintenance.
- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of federal and state regulations related to student services, such as FERPA.
- Knowledge of student information systems, management information systems, databases, and data management practices.
- 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:

- Program planning, evaluation, and data analysis.
- Accreditation reporting and compliance.
- Strategic planning and leadership skills.
- Advanced level of critical thinking, problem-solving, and analytical skills.
- 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 program outcomes and student participation.
- 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 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 and apply complex policies, regulations, and collective bargaining agreements.
- Ability to manage complex budgets and instructional resources effectively.
- Ability to apply data-driven decision-making to program improvement.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to supervise, train, and evaluate assigned management, faculty, and staff.
- Ability to communicate effectively, both verbally and in writing.
- Ability to learn and adapt to new software, systems, and processes as required.
- 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.

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.