



Job Description

Job Title:	Manager, NOCE Programs/Counseling and Student Services	Salary Range:	18
Date Revised:	4/2/2026	Date Approved:	6/23/2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator, the Manager, NOCE Programs/Counseling and Student Services organizes, coordinates, and implements a variety of North Orange Continuing Education (NOCE) student services and programs, including but not limited to counseling, student scholarships, and basic needs program(s). The Manager ensures compliance with state and federal regulations, fosters student engagement, and supports retention and success through equitable and inclusive practices.

DISTINGUISHING CHARACTERISTICS

The Manager, NOCE Programs/Counseling and Student Services is distinguished in its role in that it provides leadership in supporting students' basic needs and equitable access to educational resources.

The Manager, NOCE Programs/Counseling and Student Services, plays a critical role in supporting and implementing continuous improvement of student services, driven by data analysis and emerging trends in student support initiatives.

ESSENTIAL FUNCTIONS

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

Program Administration and Coordination

1. Leads in the organization, coordination, and implementation of assigned NOCE programs and services, including but not limited to the Food Pantry and Housing Resources, Student Technology Support Services, Scholarships, and Aid programs.
2. Ensures program goals align with District objectives and support student success, retention, and equity initiatives.
3. Oversees the development and implementation of marketing strategies to promote assigned programs, projects, and services.

Student Support and Basic Needs Services

4. Oversees comprehensive basic needs services such as the Food Pantry, CalFresh outreach, scholarships, aid, and technology/laptop loan programs.
5. Provides guidance and support to students in need, including referrals and case management for counseling and basic needs services.

Student Engagement

6. Leads efforts to develop and implement student equity programming that promotes retention, engagement, and success for disproportionately impacted students.



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7. Supports the continuous improvement of student services offerings through program evaluation and the identification of emerging student needs.

Budget and Resource Management

8. Assists in developing and preparing the annual preliminary budget for assigned programs.
9. Develops and manages the annual budget for assigned programs, ensuring compliance with funding regulations and proper use of resources.
10. Oversees grant and categorical funding budgets, including purchasing and grant documentation.
11. Monitors resources, equipment, and supply needs for assigned Counseling and Student Services programs.

Communication and Collaboration

12. Partners with District and NOCE personnel to increase awareness of available services to ensure appropriate student referrals.
13. Maintains open communication with District administrators, faculty, and staff to coordinate program activities and resolve conflicts.
14. Serves as a resource in maintaining communication with regional and statewide basic needs project administrators and staff to exchange information related to best practices; coordinates basic needs efforts, and establishes partnerships.
15. Plans and coordinates workshops, presentations, information sessions, and events related to these programs.
16. Establishes partnerships with community agencies and organizations to enhance student access to services and resources.

Program Development and Improvement

17. Assists in the development and improvement of new programs and services to meet the evolving needs of students.
18. Researches and implements best practices in student services ensuring inclusive programming for all students.
19. Oversees and provides student assistance, referrals, and case management support in basic needs program areas for students.
20. Prepares a variety of informational materials to promote available programs, services, and resources.

Data Management and Reporting

21. Oversees data collection, management, and reporting to meet accountability and compliance requirements.
22. Compiles, analyzes, and maintains comprehensive records and reports related to program operations, student outcomes, and service usage.
23. Utilizes data to inform continuous improvement efforts and meet District, state, and federal reporting requirements.



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Staff Supervision and Development

24. Hires, supervises, trains, and evaluates assigned staff, ensuring effective service delivery and support.
25. Provides opportunities for professional development opportunities; coordinates staff trainings and/or workshops to improve program operations.
26. Plans and conducts initial screenings and interviews of prospective project employees in alignment with District policies and procedures; provides recommendations to hire.

Technology Integration

27. Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.

Diversity, Equity, and Inclusion

28. Participates in District-wide DEI initiatives and support efforts to close student achievement gaps.
29. 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 participate in diversity, equity, and inclusion trainings and events.

General

30. 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:

- Bachelor's Degree in a related discipline; **AND**
 - Three (3) years of experience working with student services and special programs;
- OR**
- Master's Degree in a related discipline; **AND**
 - One (1) year of formal training, internship, or leadership experience related to the area of assignment.
 - **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.



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DESIRABLE QUALIFICATIONS

- Master's Degree in a related discipline.
- Experience in program development and coordination in a community college environment, preferably serving students.
- Experience with basic needs support programs.
- Experience managing categorical budgets and grants.
- 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 of District and college organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of California Education Code, Title 5, and other applicable laws and regulations related to the area of assignment.
- 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 and understanding of educational program development, scheduling, and budget management.
- Knowledge of budget preparation and maintenance.
- Knowledge of office administration and management practices and procedures.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- 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:

- Student services and program implementation.
- 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.
- Event planning and coordination skills, including the ability to manage logistics and details for meetings, workshops, and special events.



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- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- 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 maintain confidentiality and handle sensitive information with discretion.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to supervise, train, and support staff.
- Ability to understand and follow verbal and written directions.
- 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 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.



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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



NOCE
NORTH ORANGE
CONTINUING EDUCATION

Job Description

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.