



Job Description

Job Title:	Vice President, Student Services	Salary Range:	39
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the general direction of the college president, the Vice President of Student Services provides leadership in planning, organizing, and directing the operations and activities of the college's student services programs. The Vice President serves as the Chief Student Services Officer and plays a critical role in fostering student success by overseeing programs such as admissions, counseling, outreach, student equity, and other essential services, while ensuring compliance with district, state, and federal regulations.

DISTINGUISHING CHARACTERISTICS

The Vice President, Student Services role is distinguished by its high-level leadership across a broad spectrum of student services programs and services; ensures that programs and services align with the institution's mission and goals for student success.

The Vice President, Student Services ensures strict compliance with state and federal regulations, with an emphasis on student equity, Title IX, Americans with Disabilities (ADA), and student conduct. The Vice President prioritizes student success and retention, managing services that support students' academic, social, and emotional needs.

ESSENTIAL FUNCTIONS

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

Student Services Leadership

1. Plans, organizes, and directs the operations of student services programs and services including but not limited to Admissions and Records, Outreach, Articulation, Counseling, Student Equity, and Student Conduct.
2. Provides leadership for services related to Behavior Intervention Teams, Disability Support Services, Career Placement, Title IX, Veterans, Foster Youth, and Student Activities.
3. Ensures compliance with federal, state, and District regulations, including Title IX and ADA.

Campus Safety, Technology Oversight, and Collaboration

4. Collaborates with campus Information Technology (IT) department to develop technology plans and evaluates technology needs to enhance service delivery and student success.
5. May oversee and collaborates on the development, implementation, and management of campus safety and security operations in compliance with relevant laws and policies

Budget and Resource Management

6. Directs the preparation, management, and oversight of budgets for assigned programs and services.



Job Description

7. Monitors and approves expenditures and budget allocations; ensures effective use of resources.

Student Success and Event Coordination

8. Plans and coordinates campus-wide events such as Student Success programs and Commencement ceremonies.
9. Oversees all logistics, including venue procurement, staffing, program development, and resource management.

Staff Training, Supervision, and Development

10. Supervises, trains, and evaluates the work of personnel assigned to student services, ensuring effective leadership and professional development.
11. Provides orientation and ongoing training to staff to maintain high-quality service delivery.

Policy Development and Compliance

12. Develops, implements, and evaluates plans, policies, and procedures to facilitate and improve student services programs.
13. Ensures that all operations align with District, state, and federal regulations.

Community and Outreach Engagement

14. Coordinates and participates in outreach activities with high schools, colleges, community agencies, and other external organizations to promote educational opportunities and services.
15. Collaborates with local, regional, and state organizations to strengthen partnerships and enhance student support services.

Data Management and Reporting

16. Directs and ensures the preparation of reports, including statistical, financial, and operational reports for student services programs.
17. Maintains accurate records related to staff, facilities, programs, special events, and budget management.

Technology Integration

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

Diversity, Equity, and Inclusion

19. Provides leadership in the District's DEI efforts and initiatives, working to increase the diversity of faculty and staff while addressing student achievement gaps.
20. 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.



Job Description

General

21. 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**
- Six (6) years of formal training, internship, or leadership experience related to student services;

OR

- Earned Doctorate in a related discipline; **AND**
- Four (4) years of formal training, internship, or leadership experience related to student services.
- **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

- Five (5) years of leadership experience in student services within a community college 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 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, Title IX, 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 of Budget preparation and maintenance.
- Knowledge of Office administration and management practices and procedures.



Job Description

- 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 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:

- Strategic leadership.
- Student services and support programs.
- 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.
- 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 maintain confidentiality and handle sensitive information with discretion.
- 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 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 participate in District/college efforts to increase the diversity of faculty and staff and address student achievement gaps.
- 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.



Job Description

- 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.



Job Description

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.