

Job Description

Position Title: Student Life Supervisor

Job Family: Student Services

Job Level: Supervisor

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Student Life Supervisor performs professional-level supervisory duties in planning, directing, and reviewing the activities and operations collegewide for Student Life Coordinators and Student Life Centers. The Student Life Supervisor is assigned and performs special duties in relation to college co-curricular engagement and assessment. In addition, the Student Life Supervisor develops and improves systems, processes, and procedures to improve the quality of Student Life offerings.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Oversee daily operation of Student Life Centers. Prioritizes and assigns work, conducts performance evaluations, trains staff, and recommends hiring, disciplinary actions, and termination of staff.
2. Develops systems, processes, and procedures to improve the quality of Student Life offerings. Monitors procedures to ensure consistency in compliance with all College, State, Federal, and accreditation guidelines applicable to Student Life. Manages the development of operational policies and establishes goals and objectives.
3. Maintains and ensures knowledge to use Campus Labs or similarly assigned student engagement software.
4. Manages and develops the co-curricular programming calendar, assist with oversight of collegewide student life and student activities budgets; ensure oversight of the Student Life-Student Travel sponsorship program.
5. Maintains knowledge of co-curricular assessment tools and techniques to meet departmental goals and ability to measure student outcomes related to student engagement programming and student success metrics.
6. Measures the quality of levels of processes, operations, and services provided. Collects, analyzes, and disseminates a variety of information and data. Prepares related reports and summaries and makes recommendations based on findings.
7. Serves as a central point of contact between students, faculty, staff, and other departments or external constituencies concerning programmatic, operational, or administrative matters. Investigates and resolves complex issues and complaints from students, faculty, staff, and the general public.
8. Prepares and participates in a variety of College and community committees, workshops, meetings, training sessions, task forces, and conferences. Develops and conducts formal professional development and ad hoc trainings or workshops on functional or organizational topics.

9. Assists in developing and implementing goals and objectives for assigned area. Recommend and administer policies and procedures for service delivery; provide complex support to the Administrator or designee.
10. Represents the campus and administrators at a variety of internal and external activities related to Student Affairs. Approves departmental requests and expenditures.
11. Provides direct service to students, as required, to implement Student Services Center (SSC) operations and related student programming.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices.
2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of principles and methods for promoting programs and services.
4. Skill in effective communication (both written and oral).
5. Skill in organization, coordination, and management.
6. Skill in performing a variety of duties, often changing from one task to another of a different nature.
7. Skill in positive, productive, and flexible customer service.
8. Ability to develop and maintain effective and positive working relationships.
9. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in a related field of study required.
 - Three (3) to Five (5) years of related experience required.
 - 5+ (Five plus) years of related experience preferred.
 - One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License