

**Student Support Services Officer  
San Diego Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=244266>

Downloaded On: Sep. 13, 2024 6:20pm

Posted Sep. 4, 2024, set to expire Sep. 30, 2024

**Job Title** Student Support Services Officer  
**Department** Student Affairs  
**Institution** San Diego Community College District  
San Diego, California

**Date Posted** Sep. 4, 2024

**Application Deadline** 09/30/2024

**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Student Affairs

**Apply Online Here** <https://apptrkr.com/5591836>

**Apply By Email**

**Job Description**

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**Student Support Services Officer  
San Diego Community College District**

**Closing Date:** 9/30/2024

**Position Number:** 00120383

**Location:** San Diego Miramar College

**Position Type:**



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Academic

**The Position:**

Posting Details (Default Section)

Closing Date: 09/30/2024

Open Until Filled: No

Classification Title: Student Support Services Officer

Working Title: Student Support Services Officer [RESTRICTED]

Location: San Diego Miramar College

**Pay Information**

**This is a restricted position. The position may continue, based upon renewal of funding.**

Range 4 (\$7,016.86-\$11,429.72) per month based on the 2024 Supervisory and Professional Employees' Association

New employees will begin on Step A (\$7,016.86). Promoted or transferred employees will be placed as specified in the CBA and is non-negotiable. The District offers a comprehensive fringe benefit package including employer paid: medical, dental, and vision plans; sick and vacation leave; and opportunities for professional development. Initial Salary Placement, Promoted or transferred employees will be placed as specified in the SPAA - Supervisory & Professional Administrators Association Handbook. This position is FLSA Exempt and may not accrue overtime. A temporary probationary period will be applied to the employee entering this assignment. The SDCCD Employment Web Page provides a link to employee collective bargaining agreements and handbooks, and more information about terms and conditions of employment to include salary and benefits.

Position Equivalent FTE: 1.0 FTE

Job Duration: 12 Months

Position Number: 00120383

FLSA Status: Exempt (does not accrue overtime)



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Bargaining Unit: Supervisory

Range: 4

Position Type: Academic

Department: Student Affairs

### The Position

San Diego Miramar College, a student-ready college, invites all qualified candidates to apply for the position of Basic Needs Coordinator. Under the direction of the Dean of Student Affairs, the Basic Needs Coordinator will perform a full range of administrative, programmatic, clerical and technical duties in support of a comprehensive basic needs program which includes the Jet Fuel Pantry, Retail Rescue Program, Clothes Closet, Farmer's Market, etc. These duties will include but are not limited to: establish, coordinate and maintain a Basic Needs Center, oversee the daily operations of the Jet Fuel Food Pantry including participating in "Retail Rescue" efforts; performs a full range of complex program support and administrative duties in support of the basic needs program area; coordinates activities, and services of the basic needs program including providing students, staff, and others with specialized information, case management, training, intervention and assistance related to students' basic needs (food, housing, transportation, and/or off campus resources), coordinates with campus and community organizations to obtain basic needs resources for students that will assist with success, retention, and completion.

Miramar College, a leader in providing student access and success, seeks candidates who are motivated by serving students in a college community and are committed to diversity, equity, and inclusion (DEI).

We are a fast-growing and innovative college with a freshly adopted focus on diversity, equity, and inclusion as we move into a new era. Recently designated as an emerging Minority Serving Institution (MSI) the College is committed to helping students access higher education and achieve success inside and outside the classroom.

The College is located in the Mira Mesa/Scripps Ranch area of San Diego and is one of four colleges/centers in the San Diego Community College District. Our [student population](#) of 14,193 [African American (5%), Native American (<1%), Asian (14%), Filipino (7%), Latinx (30%), Multiple Ethnicities (8%), Pacific Islander (1%), White (32%), Unreported (2%)], is reflective of the diverse community we serve.

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In addition to expertise in their field, San Diego Miramar College seeks applicants who possess the knowledge, skills, and abilities to support our diverse student populations. Additionally, candidates should be able to demonstrate ways they will develop tools and resources to better serve **historically marginalized and minoritized populations**. We strongly encourage candidates who possess the experience for the position, and who are student-centered and continue to demonstrate a commitment to diversity, equity, and inclusion (DEI) to best serve our student population.

Those who join our team at San Diego Miramar College can expect to be part of an inclusive, innovative, and equity-focused community that promotes broad collaboration among faculty, classified professionals, administration, students, and community and industry partners. We are proud of our commitment to create a socially just and responsive culture, host ethnically diverse speakers, and support various equity-focused professional development opportunities. Our college strives to ensure that students reach their full potential by eliminating gaps in academic outcomes that traditionally hinder students of color and disproportionately impacted students.

In fact, the college's commitment to diversity, equity, and inclusion is encapsulated by our newly adopted Strategic Goal #5:

Miramar College Strategic Goal #5

Diversity, Equity, and Inclusion (DEI) - Build an environment that embraces diversity, equity, inclusion, anti-racism, and social justice for the benefit of the college community.

Strategic Direction 1- Systematically update college processes, programs, and practices within a comprehensive equity framework for equity-minded practices in the workplace, the classroom, and support programs/services.

Strategic Direction 2- Establish comprehensive professional development for the campus community to increase capacity around and engage in equity, diversity, inclusion, social justice, and anti-racism.

Strategic Direction 3- Systematically review, develop and incorporate equity-minded practices in: 1) culturally responsive instructional pedagogy, 2) student-centered services, and 3) recruitment, screening, and retention of employees.

Applicants can review Miramar College's full strategic plan on Miramar College's:

[https://sdmiramar.edu/sites/default/files/2021-07/San\\_Diego\\_Miramar\\_College\\_Fall\\_2020-Spring\\_2027\\_Strategic\\_Plan.pdf](https://sdmiramar.edu/sites/default/files/2021-07/San_Diego_Miramar_College_Fall_2020-Spring_2027_Strategic_Plan.pdf)

Applications are currently being accepted for Student Support Services Officer [RESTRICTED], located

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at Miramar Campus. Operational hours are Monday to Friday, (40 hours/week). Selected candidate must be willing to adjust work days/hours based on the department's needs.

**This is a restricted position and may continue contingent upon grant funding. The position may continue, based upon renewal of funding.**

*Please note that an employee may be transferred to any site at the option of the Chancellor.*

### Major Responsibilities

- Plan, develop, coordinate, implement and evaluate all activities and services to meet objectives of a comprehensive Basis Needs program.
- Develop partnerships on- and off-campus, including coordination with the local homelessness response system, and social services to ensure students have access to community-based services that address basic needs insecurities (housing, food, technology, health and mental health services).
- In coordination with the Dean of Student Affairs, develop, and monitor program budget, including expenditures, procurement, and reporting.
- Conduct all aspects of recruitment, screening, hiring, supervision, and evaluation of adjunct faculty and part-time staff and student workers. Train, direct, and perform performance evaluations.
- Ensure compliance with district, State and federal policies and regulations. Prepare and submit reports and project evaluations as required by the college, District, and State.
- Prepare surveys, recommendations, and statistical data for program review, planning, and related institutional needs.
- Develop consultatively operational policies and procedures for the program area that are student-centered and consistent with mandated requirements.
- Develop and maintain computerized student database for tracking and reporting purposes. Compiles data, prepares and maintains records, reports, lists and files related to the basic needs program area.
- Facilitate and coordinate opportunities for students to access CalFresh and other public benefits for which they may be eligible.
- Collaborate with the campus financial aid office to ensure students are receiving the maximum aid available.
- Coordinate and oversee the college-wide food pantry efforts; drives to local food banks and/or grocery stores to pick-up food from local "Retail Rescue" sites.
- Develop brochures, forms, spreadsheets, databases, handbooks, manuals and other written materials to support access to basic needs services and resources.

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- Coordinate, plan, develop, and conduct presentations and workshops relating to basic needs services and resources.
- In conjunction with the Dean, Co-Chairs a Basic Needs Advisory Committee.
- Participate in college and district governance activities.
- Perform related duties as assigned.

### **Qualifications**

Any combination of training and experience equivalent to: Master's Degree in Education, Counseling, Public Administration, Business, or related field and three years of administrative experience in an educational organization or social program that services a similar population or program. The following are also required for this academic/educational administrator assignment:

- 1) One (1) year of formal training, internship, or leadership experience reasonably related to the administrator's assignment, AND
- 2) Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

OR

- 1) Two (2) years of recent management experience in an institution of higher education, AND
- 2) Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

### **Desired Qualifications**

#### **Knowledge**

- Knowledge of community resources that can support students facing basic needs issues.
- Budget preparation and oversight.
- Computerized research methods, including data collection and analysis.
- Oral and written communication skills.
- Awareness of the economic and social barriers similar to those confronting basic needs insecurity.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Principles and techniques of management, training, supervision, instruction, and counseling.
- Laws, regulations and requirements governing assigned programs and services.
- Principles, goals, objectives, and trends of assigned programs and services.

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**Skills and Abilities:**

- Design, develop, and implement effective student support services and programs.
- Understand and carry out verbal or written instructions in an independent manner.
- Identify and obtain resources and other needed programs and services to meet support students' academic and vocational endeavors.
- Assign work to, oversee, and train part-time staff, adjunct faculty and student assistants.
- Gather, prepare and maintain accurate data, records, files and reports
- Ability to synthesize diverse information, make timely decisions and implement chosen course of action.
- Serve as an advocate for and a liaison between students and community or college agencies and services.
- Communicate effectively, both orally and in writing and prepare clear and concise technical and statistical reports.
- Establish and maintain effective working relationships with those contacted in the course of performing required duties.
- Experience providing services in a post-secondary academic environment.
- Maintain flexibility when responding to situations requiring tact, discretion, sensitivity, and creativity with respect to providing services to students on an individual basis.

Equivalency: If you do not possess the exact degrees, or higher, listed above or if you anticipate receiving the required degree prior to the start of teaching classes, please complete a [Request for Equivalency Form](#) and attach it during the application process.

Foreign Degree: Applicants with foreign degrees from colleges or universities outside of the United States must have their coursework evaluated by a professional association that is a member of the National Association of Credential Evaluation Services ([NACES](#)) or Academic Credentials Evaluation Institute, INC. ([ACEI](#)). A copy of the evaluation must be submitted with your online application.

Licenses/Certificates/Credentials: MSW or LCSW preferred

Commitment to Diversity: All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and classified professionals.

Working Conditions: Office and outdoors, ability to lift 25 pounds, ability to drive a district vehicle

Special Instructions to Applicants: San Diego Miramar College is piloting anonymous screening format

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as a means to minimize implicit bias in the screening of applications. The anonymous screening format of applications refers to the process of reviewing applications without revealing the personal information of the applicants, such as their name, gender, or other potentially biased details. This approach aims to eliminate unconscious biases, promoting fair and objective evaluation based solely on the experience of the applicants. By anonymizing applications, screening committees create a more inclusive and diverse hiring process.

To ensure **full** consideration, qualified candidates must submit a **complete** online application that includes the items listed (extraneous material will not be reviewed). References to resumes or other uploaded documents within the online application will be considered an "incomplete" application; please enter "N/A" if any section does not apply.

1. Complete online application, including examples and outcomes listed within the Duties section your Employment History;
2. Complete responses to the Supplemental Questions, including examples and outcomes;
3. Cover Letter;
4. Resume; AND,
5. Four (4) References (at least one supervisor, one peer and one subordinate).
6. Licenses/Certificates/Credentials (if applicable).

**Important:** To ensure consistency and fairness to all candidates, please do not submit materials other than those requested (i.e., personal photo, articles you've written, etc). Please only upload requested documents using respective document name labels. Uploading extraneous materials, unless specifically requested within this posting, may result in your application not being reviewed. Only complete application packets will be forwarded to the committee.

- Application materials sent via mail, fax, or email will **not** be accepted.
- Note that correspondence, including interview invitations, will be sent to you via email.
- All inquiries, nominations and applications will be held in the strictest confidence.

**Conditions of Employment:**

**SELECTED CANDIDATE IS REQUIRED TO COMPLETE THE FOLLOWING PRIOR TO EMPLOYMENT:**

- Submit "official" college transcripts as stated on application (even if a degree is not a requirement for this position);



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- Provide a Certificate of Tuberculosis Exam for initial appointment (Note: The certificate must be renewed every 4 years as a condition of continuing employment);
- Have fingerprints taken by a Live Scan computer at the District's expense (Clearance must be received prior to first day of employment);
- Present original documents for proof of eligibility to work in the United States **as required by the I9 Employment Eligibility Verification form**;
- Attend a new hire processing appointment in People, Culture, and Technology Services located at the District Administrative Offices; AND,
- Employed on an initial contract of one (1) year that is eligible for renewal annually for up to a subsequent one-year period.

#### **EMPLOYMENT AFTER RETIREMENT**

If you accept a contract (permanent) position with SDCCD and are a retired annuitant with CalPERS or CalSTRS, you must reinstate from your retirement system. Please reference the [CalPERS](#) or [CalSTRS](#) website for further information.

Additional Information: Please note that an employee may be transferred to any site at the option of the Chancellor.

#### **EMPLOYEE BENEFITS**

SDCCD provides a comprehensive fringe benefit package for its full-time academic employees. The District contributes toward the cost of the premium (including dependent coverage) for the medical insurance plan options. Additional benefits include dental, vision, sick leave, vacation and opportunities for professional development. Contract employees become members of the State Teachers' Retirement System (STRS) upon appointment.

Posting Number: AC01070 Indicate budget number(s)

#### **Major Responsibilities:**

- Plan, develop, coordinate, implement and evaluate all activities and services to meet objectives of a comprehensive Basis Needs program.
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- In coordination with the Dean of Student Affairs, develop, and monitor program budget, including expenditures, procurement, and reporting.
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- Prepare surveys, recommendations, and statistical data for program review, planning, and related institutional needs.
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**Qualifications:**

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**Desired Qualifications:**

**Knowledge**

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- Assign work to, oversee, and train part-time staff, adjunct faculty and student assistants.
- Gather, prepare and maintain accurate data, records, files and reports
- Ability to synthesize diverse information, make timely decisions and implement chosen course of action.
- Serve as an advocate for and a liaison between students and community or college agencies and services.
- Communicate effectively, both orally and in writing and prepare clear and concise technical and statistical reports.
- Establish and maintain effective working relationships with those contacted in the course of performing required duties.

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- Maintain flexibility when responding to situations requiring tact, discretion, sensitivity, and creativity with respect to providing services to students on an individual basis.

**Licenses:**

MSW or LCSW preferred

**Pay Information:**

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Range 4 (\$7,016.86-\$11,429.72) per month based on the 2024 Supervisory and Professional Employees' Association

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**To apply, visit: <https://www.sdccdjobs.com>**

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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

Student Affairs

San Diego Community College District



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