BERGEN COMMUNITY COLLEGE
JOB DESCRIPTION

TITLE: Dean of Student Support Services

DEPARTMENT: Student Support Services/Student Affairs

FUNCTION: Supervises and manages units reporting under Student Support Services - Center for Student Success (Personal Counseling, Mediation, Consultation, Academic Advising, Transfer and Career Counseling), Behavioral Intervention Team (BIT), Office of Specialized Services, Health Services, and the Educational Opportunity Fund. Ensures effective use of technology and student data management software in all functions pertaining to support services in all College locations.

REPORTS TO: Vice President of Student Affairs

SUPERVISES: Academic Advising Coordinator; Coordinator of the Educational Opportunity Fund; Coordinator of Service Learning and Career Services; Managing Director of the Office of Specialized Services; College Nurse; and an Executive Secretary

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Supervises, evaluates, coordinates, and/or directs all College functions pertaining to counseling and advising students.
2. Co-leads New Student Orientation with Dean of Student Life and Judicial Affairs.
3. Implements the use of technology to optimize student services and manage data.
4. Ensures Student Support services are consistent, represented at all College locations and meet the highest standards of confidentiality and customer service.
5. Works with faculty to determine academic advising needs and provides training as needed.
6. Prepares and manages payroll, office schedules, monthly and annual reports and as directed by the VPSA.
7. Participates in professional organizations and collaborates with state affinity groups and regional organizations to pursue and enhance recruitment and retention initiatives.
8. Co-leads College commencement initiatives and related activities that are conducted prior and post commencement.
9. Engages in continuous assessment of services provided by offices within Student Support Services, prepares reports and implements data-driven changes.
10. Designs educational programming to foster the psychology of well-being and development in the College’s student population.
11. Supervises Behavioral Intervention Team (BIT) in conjunction with the Coordinator of BIT.
12. Works in collaboration with college counterparts, including Dean of Judicial Affairs to ensure students receive guidance as directed by the Code of Conduct Committee.
13. Provides supervision and guidance of faculty in the counseling/advising areas.
14. Develops overall vision and framework of development for units reporting under Student Support Services.
15. Develops a set of core outcomes for unit and measures and tracks annual performance against objectives; prepares and submits annual assessment report to the designated office; and fully engages with the College’s Outcomes Assessment Program.
16. Prepares, track, monitors, and adheres to an annual budget.
17. Acts as performance manager for all direct reports including managing day to day performance, producing and communicating written performance evaluations, approving requested time off and other points of compliance with HR rules, regulations and unit collective bargaining agreements.
18. Subject to senior management review and final board approval, has the responsibility, power and authority to hire, fire, discipline and promote full and part-time employees.
19. Performs additional tasks or duties as assigned by the Vice President of Student Affairs or other designated management.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Possesses full knowledge and understanding of FERPA. Must have the knowledge, understanding and the ability to manage counseling services and wellness programs to include prevention, counseling and referral services pertaining to depression, substance abuse, anxiety, crisis management and other related concerns. Demonstrated knowledge of student data management software and various technologies used in support services (i.e. e-counseling). Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:
- Leadership
- Managing People
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Master’s Degree or a higher degree in Counseling, Psychology, Student Personnel, or related areas
Experience: Minimum of 7 years of progressive managerial experience within an institution of higher education

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Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Member

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE