

College of the Redwoods

Position Description

Position: Dean of Education Support Services	Position Number:
Department: Student Services	FLSA: Exempt
Reports to Vice President of Instruction & Student Development	Salary Grade: 130

Summary

Reporting to Vice President of Instruction and Student Development, the Dean of Education Support Services provides leadership, strategic direction, and administrative oversight for student access and academic support programs that advance equitable student achievement, persistence, and completion. The Dean oversees specialized student support programs, academic support services, and enrollment-related operations designed to remove barriers and promote student success.

The position provides leadership for categorical programs, accessibility services, academic support initiatives, and student-facing operational services including admissions and financial aid. The Dean collaborates across instructional and student services areas to ensure integrated and effective support systems for all students.

Essential Duties and Responsibilities

- Provide administrative leadership, supervision, evaluation, and support for assigned programs, services, and personnel.
- Develop strategic plans, goals, policies, and assessment processes aligned with institutional priorities and student equity objectives.
- Oversee budgets, grants, categorical funding, reporting requirements, and resource allocations.
- Ensure compliance with federal, state, and district regulations governing assigned programs and services.
- Promote continuous improvement, innovation, and equity-minded service delivery.
- Oversee special population and categorical support programs including EOPS, CARE, CalWORKs, NextUp/Foster Youth services, and related student support initiatives.
- Ensure programs effectively support disproportionately impacted students and comply with applicable regulations and reporting requirements.
- Oversee Student Accessibility Support Services (SASS) and accessibility-related supports.
- Ensure compliance with ADA, Section 504, and applicable accessibility standards.

- Promote inclusive educational access and accommodations for students with disabilities.
- Provide leadership for academic support centers, tutoring services, supplemental instruction, learning assistance, and related academic support initiatives.
- Support development of evidence-based academic interventions that improve retention and achievement.
- Collaborate with instructional faculty and administrators to strengthen student learning supports.
- Oversee library services, learning resources, and instructional support functions.
- Support innovation in library programming, information literacy, student research support, and learning technologies.
- Promote equitable access to educational resources and academic technologies.
- Oversee admissions and records operations and student enrollment support functions.
- Provide leadership for financial aid services and compliance with federal and state financial aid regulations.
- Support streamlined onboarding, enrollment, and persistence processes for students.
- Collaborate with instructional and student services divisions to support guided pathways, student equity, and institutional effectiveness efforts.
- Use data and assessment to identify service gaps and improve student outcomes.
- Represent the college on institutional committees and external partnerships related to student support and access initiatives.

Qualifications

Knowledge and Skills

- Philosophy, mission, and goals of the community college district
- Community college student support programs and categorical funding
- Financial aid, admissions, and enrollment services operations
- Accessibility laws and disability support services
- Academic support and learning assistance best practices
- Equity-minded student success strategies
- State and federal regulations related to assigned programs
- Budget development, grants management, and personnel supervision
- Accreditation standards and institutional effectiveness practices

Abilities

- Work in a positive way with faculty, administration, classified personnel, students, and the public
- Lead and supervise diverse student support programs and personnel
- Interpret and apply complex regulations and compliance requirements
- Develop collaborative partnerships across campus departments
- Analyze data and implement improvement strategies

- Communicate effectively orally and in writing
- Manage multiple operational areas effectively
- Foster inclusive and student-centered service environments

Physical Abilities

- Hearing and speaking to exchange information and make presentations
- Dexterity of hands and fingers to operate office equipment

Education and Experience

Possession of a master's degree and experience in higher education, accreditation, and budget oversight. Must possess a strong understanding of the community college mission and the critical role of student services and/or educational support programs. Must have a demonstrated understanding of fostering student, persistence and success in higher education and advancing equity, access, retention, and student success for diverse student populations.

Licenses and Certificates

Valid CA Driver's license.