



Position Duty Statement

Date: March 22, 2026	Name of Incumbent: VACANT
Civil Service Title: Vice Chancellor, Student Services & Support	Position Number: 364-700-9058-001
Working or Job Title: Vice Chancellor, Student Services & Support	Division/Unit: Educational Services & Support
Supervisor's Civil Service Title: Deputy Chancellor, California Community Colleges	Location: Sacramento, CA
Supervisor's Working Title: Deputy Chancellor, California Community Colleges	Work Hours/Shift: Full Time
Conflict of Interest Disclosure Category: <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/> N/A	License or Other Requirement: N/A

Supervises:

Direct Supervision: 2 – Community College Administrator I for Student Services and Support

You are a valued member of the Agency's team. You are expected to work cooperatively with team members and others to enable the Agency to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

Program Identification:

The Educational Student Services & Support Division provides leadership and technical assistance for policy and programs that support student access, equity and success. The Division administers more than \$700 million annually in categorical and grant funds that help colleges provide supportive wrap-around services across the campus and supplemental services for special programs and populations.

Summary Statement:

Under the direction of the Deputy Chancellor, the Vice Chancellor for the Student Services & Support Division is responsible for providing policy recommendations to the Board Of Governors and Consultation Council; providing leadership and oversight for all division activities including the following: Admissions and Records, Assessment and Placement, CalWORKs, Campus Safety and Security Services, Child Development/Early Childhood Education, COTOP, Cooperative Agencies Resources for Education, Counseling, Disabled Students Programs and Services (DSP&S), Early Assessment Program (EAP), Extended Opportunity Programs and Services (EOPS), Foster Kinship Care Education, Foster Youth Success Initiatives (FYSI), Health Services, Mental Health Services, Open Educational Resources and Zero Textbook Cost (OER/ZTC), Student Equity and Achievement Program (SEAP), CCC Promise Program, Student Financial Aid, Student Senate, Transfer and Articulation, and Veterans Services. The Vice Chancellor for Student Services and Special Programs shall work collaboratively with the Executive leadership team to advance Vision 2030 goals, demonstration projects, and workplans related to student services.

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Essential Functions (E) – Marginal Functions (M)

%	Job Description
45% (E)	Attend Executive Cabinet, Board of Governors, Consultation Council and other policy meetings to participate in policy developments; participate in consultation processes regarding policy issues with colleges statewide. Perform and/or review bill analysis and recommend Board positions. Review and comment on policy issues raised by California Postsecondary Education Commission (CPEC), Legislative Analyst, Department of Finance, Federal offices, and other segments of higher education. Write and/or review final Board of Governors policy items for the Division, present items before the Board. Meet and confer with selected advisory groups on regular basis; testify before legislative and other groups. Work with applicable staff groups to develop, recommend, and present allocating policies to Chancellor or Board concerning distributing categorical aid. Direct the development of and approve administrative policies for Divisional evaluation, audit compliance, and training tasks, and ensure policies are carried out.
20% (E)	Maintain regular and effective communication with system stakeholder groups and provide guidance for standing advisory groups. Maintain interagency relationships and partnerships. Represent the Chancellor's Office at conferences and external stakeholder meetings to explain policies, give updates, or receive comments. Prepare written communications, such as reports, letters to colleges or interest groups or guidance memos to the field. Serve on various advisory groups when appointed (e.g. CPEC, CACC, and other organizations).
15% (E)	Responsible for the oversight of the division technology portfolio and categorical and specially funded program budget management. Design and support, in collaboration with the division leadership, continuous improvement cycles and strategic work plans that advance the Vision 2030 and improve outcomes for the Student Access, Student Support, and Student Success Metrics.
10% (E)	Participate in merit-based hiring, promotion, and employee development by applying the Agency personnel directives (e.g., Equal Employment Opportunity Policy Directive and Sexual Harassment Prevention Directive) to ensure a productive work environment that is free from discrimination and harassment. Ensures strengthening employee performance by defining job duties, establishing expectations, reviewing work products, providing feedback and resources, promoting succession planning, conducting employee evaluations, and identifying training needs to maintain superior work quality ensure compliance with the Agency, State and federal policies, laws and regulations. Daily oversight of work achievements; staff consultations to resolve problems; and contract monitoring for numerous contracted services.
10% (E)	Direct intra and inter-unit workflow coordination, including internal staff meetings, retreats, and ad hoc inter-unit meetings. Devise and/or approve operating procedures.

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PROFESSIONAL CONTACTS:

- Frequent contact with CCCC staff at all levels and the Board of Governors
- Frequent contact with members of the Legislature
- Frequent contact with community college officials and stakeholders
- Frequent contact with state agencies and community-based organizations

SPECIAL PERSONAL CHARACTERISTICS:

- Ability to strategize and set an integrated agenda for impact
- Ability to work independently and take initiative with minimal guidance or direction.
- Ability to work collaboratively as a team member.
- Ability to develop and sustain strategic partnerships with external stakeholders-community college officials, community college constituency groups and unions, members of the Legislature, state agencies and community-based organizations, and foundations.
- Strong communication skills especially presentation and facilitation capabilities.
- Strong analytical, research, and presentation skills.
- Positive attitude, open-mindedness, flexibility, and tact.
- Commitment to quality service that exceeds expectations.
- Excellent organizational skills.
- Focus attention to detail and follow-through.
- Multitask, meet deadlines, and adjust to changing priorities in a cooperative manner.
- Consistently exercise a high degree of initiative.
- Analyze situation and adopt effective course of action.
- Willing to work outside of normal business hours.
- Provide backup to other staff during absences.
- Working proficiency in Microsoft Word, Outlook, Excel, and PowerPoint.
- Communicate confidently and courteously in a clear and concise manner in a diverse community.

WORKING AND ENVIRONMENTAL CONDITIONS

- Ability to use computer and standard office machines for extended periods of time
- Communicate in a clear and concise manner to a diverse audience
- Work in a climate-controlled, open office environment under artificial lighting.
- Exposure to computer screens and other basic office equipment.
- Overnight travel is required.
- Hybrid work setting provided.
- Public speaking is required.
- Current residency in State of CA required.

I have read and understand all the requirements and information above and discussed the duties listed above with my supervisor and can perform them either with or without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with your hiring supervisor. If you are unsure whether you require RA, inform the hiring supervisor who will discuss your concerns with the RA Coordinator.)

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Employee Signature:	Date:
I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.	
Supervisor Signature:	Date: