West Valley - Mission
Community College District

Class Specification

Executive Director, Educational Services and Success

Academic Administrative Position (Exempt Status)
Administrative Salary Schedule – Range 30

Definition

To provide leadership and to plan, organize, direct, and review the activities and operations of Educational Services and Student Success, including academic and student support programs, institutional effectiveness initiatives, and districtwide coordination of educational planning and compliance; to coordinate educational services activities with colleges, and external partners; to help identify new and creative approaches that eliminate duplication and promote collaboration across the colleges; to partner with faculty and administrative colleagues to improve consistency, maximize resources, and strengthen support for students; and to provide highly responsible and complex administrative support to the Chancellor.

Supervision Received and Exercised

Receives administrative direction from the Chancellor.

Exercises direct supervision over assigned management, professional, technical and administrative support staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Develop, plan, and implement educational services goals and objectives; recommend and administer policies and procedures.
- Provide district leadership for institutional effectiveness and educational services, including research, strategic planning, program review, data governance, educational support services, and related Board Policies and Administrative Procedures.
- Coordinate and facilitate college efforts to implement, evaluate, and continuously improve educational services in alignment with district goals and priorities.
- Lead districtwide research and planning to identify opportunities for process improvement, streamline operations, and promote collaboration that enhances student success and institutional effectiveness.
- Provide staff assistance to the Chancellor; prepare and present staff reports and other necessary correspondence.
- Oversee and align educational and student support services across the district to promote consistent, student-centered practices, regulatory compliance, and effective collaboration among colleges.
- Review pending legislation, legal mandated regulations, and guidelines which may affect District programs, functions and activities.
- Provide coordination and support to ensure educational services are delivered equitably and efficiently across the district.
- Foster collaboration and knowledge-sharing cross-college and streamline workflows allowing staff to reallocate time toward unmet institutional needs.

- Collaborate with colleges to coordinate scheduling that expands course availability and to jointly implement technologies that produce consistent, high-quality rollouts.
- Provide direction to avoid inter-college competition that dilutes resources.
- Conduct districtwide reviews to determine opportunities for entrepreneurial programming and LandCorp funding and support of new initiatives.
- Unify policies, timelines, and processes to reduce confusion, ensuring equity and improving compliance across the district.
- Supervise and participate in the development and administration of the educational services budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Select, train, motivate, and evaluate staff; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of educational services.
- Represent educational services to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary; ensure compliance with state, federal and local reporting requirements.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of

- Principles, practices, and trends in educational services administration, student success, and institutional effectiveness within a higher education setting.
- Principles and practices of equity-minded leadership and education that promote access, inclusion, and success for diverse student populations.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Pertinent local, state, and federal laws, rules and regulations.
- Principles and practices of participatory governance.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration, and personnel management.
- Principles and practices of budget preparation and administration.

Ability to

- Plan, direct, and control the administration and operations of educational services and success.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem-solve educational services related issues; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Prepare and administer educational services budgets.
- Develop and implement educational services policies and procedures.
- Gain cooperation through discussion and persuasion.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply district and educational services policies, procedures, rules and regulations.
- Supervise, train, and evaluate assigned staff.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.
- Work beyond normal business hours, attend evening meetings and/or perform weekend work, and travel.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Seven years of increasingly responsible experience in educational services, institutional effectiveness, and student success operations including two years of administrative and management responsibility.

Education

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business or public administration, education, or a related field. A Master's degree is desirable.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

EEO Category: Executive/Administrative/Managerial

Approved Date: November 11, 2025