

Job Family	Student Services	Job Summary	Involves providing individualized services to students who are underrepresented, low income, first generation college students, and / or otherwise at a higher risk of experiencing academic difficulty, to help students succeed. Services may include academic needs assessment, developing individual study plans, recognizing and addressing academic and non-academic barriers to academic success, and counseling on other aspects that may affect student retention and academic success. Includes specializations in particular underrepresented groups, particular academic skills (e.g., research skills, preparation for graduate programs), or success in particular academic programs.
Job Function	Academic Achievement Counseling		
Category	Supervisory & Management		

Job Level	Manager 1	Manager 2	Manager 3	Manager 4
Job Title	Academic Achievement Mgr 1	Academic Achievement Mgr 2		
Job Code	0300	0301		
Tracking Code	A0638	A0644		
Per. Program	MSP	MSP	MSP	MSP
FLSA	Exempt	Exempt	Exempt	Exempt
Generic Scope	Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.	Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.	Oversees through subordinate managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.	Directs through subordinate managers multiple large and complex critical programs impacting broad constituencies across major portions of the organization. Identifies objectives, manages very significant human, financial, and physical resources, and functions with an extremely high degree of autonomy. Accountable for formulating and administering policies and programs for major functions. Operational or program results can affect overall organization-wide performance and reputation. Directs through subordinate managers the development of strategic goals and objectives to achieve accountability and stewardship of university resources in a manner consistent with systemwide objectives and initiatives.
Custom Scope	Manages a discrete function and / or program addressing the needs and issues of "at risk" students at the campus. Formulates policies and procedures for the function. Develops the organizational goals of the unit. Represents the program internally and externally. Manages the operating budget and human resources of the program.	Manages a large and complex program or several smaller programs addressing the needs and issues of "at risk" students at the campus. Develops the long term organizational goals and strategic plans of the organization. Directs subordinate managers. Has broad program responsibility. Oversees the program analysis and evaluation. Manages the budget and human resources. Represents the campus with external organizations. Evaluated on overall program results and effectiveness.		
Key Resp 01	Manages a discrete cross-cultural "at risk" academic counseling and enrichment program.	Develops, interprets, and administers complex programs directed toward "at risk" students, with subordinate managers responsible for a variety of functions.		

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Key Resp 02	Provides direction to subordinate professional and support staff.	Establishes and implements short and long term program goals and objectives.		
Key Resp 03	Responsible for administering the budget for managed function.	Provides direction to subordinate managers.		
Key Resp 04	Makes decisions on performance, salary actions, hiring decisions, and other human resources related issues of managed staff.	Responsible for developing and implementing budgets for managed functions.		
Key Resp 05	Establishes and implements short term program goals and objectives.	Makes decisions on performance, salary actions, hiring decisions, and other human resources related issues of managed staff.		
Key Resp 06	Establishes the department's policies and procedures.	Responsible for maintaining and enhancing systems that support the programs.		
Key Resp 07	Advises campus academic and program managers on the impact of their programs, policies, procedures, and practices on various "at risk" student groups.	Provides leadership / guidance in strategic planning to subordinate managers.		
Key Resp 08	Recommends modifications to those programs, policies, procedures, and practices.	Provides guidance to campus senior management on issues pertaining to the needs and experience of low-income and first-generation college students.		
Key Resp 09				
Key Resp 10				
Key Resp 11				
Key Resp 12				
Key Resp 13				
Key Resp 14				
Key Resp 15				
Education 1	Bachelor's degree in related area.	Bachelor's degree in related area.		
Education 2				
Education 3				
Education 4				
License 1				
License 2				
License 3				

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License 4				
Cert 1				
Cert 2				
Cert 3				
Cert 4				
Spec Cond 1				
Spec Cond 2				
Spec Cond 3				
Spec Cond 4				
KSA 01	Advanced knowledge of the theories and practice of counseling, learning, human and career development.	Advanced knowledge of the theories and practice of counseling, learning, human and career development.		
KSA 02	Advanced experience in managing and analyzing complex organizations.	Advanced experience in managing and analyzing complex organizations.		
KSA 03	Skills in monitoring / assessing people, processes, and services, to make improvements.	Skills in monitoring / assessing people, processes, and services, to make improvements.		
KSA 04	Skills in project management, social perceptiveness, to be aware of others' reactions and understanding why they react as they do.	Skills in project management, social perceptiveness, to be aware of others' reactions and understanding why they react as they do.		
KSA 05	Demonstrated skills in problem identification, sound judgment and decision making, critical thinking, and creative problem solving.	Demonstrated skills in problem identification, sound judgment and decision making, critical thinking, and creative problem solving.		
KSA 06	Excellent management and leadership skills.	Excellent management and leadership skills.		
KSA 07	Advanced experience in multicultural competencies.	Expert experience in multicultural competencies.		
KSA 08	Knowledge of University and campus policies, processes, and procedures.	Knowledge of academic curricula.		
KSA 09	Knowledge of risk assessment principles, and the ability to evaluate risks and the likelihood of consequences.	Knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.		
KSA 10	Excellent interpersonal and communication skills and the ability to work effectively across the organization at all levels.	Excellent interpersonal and communication skills and the ability to work effectively across the organization at all levels.		

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KSA 11	Excellent organizational skills.	Excellent organizational skills.		
KSA 12	Knowledge of environmental processes that may influence students' well-being.	Expert knowledge and experience in strategic planning and leading campus managers in identifying, analyzing, and resolving issues impacting student success.		
KSA 13	Demonstrated skills in using common desktop / web applications.			
KSA 14				
KSA 15				
Environment	Campus settings and various external venues.	Campus settings and various external venues.		
Career Path 1	Academic Achievement Mgr 2	Career Path open		
Career Path 2				
Career Path 3				
Career Path 4				
Career Path 5				
Career Path 6				