Position Title: **Director of Academic Support**

Department: Academic Support

Reports To: Vice President for Student Affairs

Classification/ FLSA Status: Level II (Exempt Administrative)

Primary Function: The director of academic support provides leadership and oversees the creation, establishment and coordination of academic support initiatives on campus. The director will work to promote an increase in academic performance, persistence and graduation rates.

Key Responsibilities:

1. To oversee all success coaching processes on campus; to ensure coaches maintain student academic records and files to ensure they represent an accurate, complete and current account of student's academic progress

2. To facilitate and direct the department's data-informed decision-making processes through the collection and analysis of student performance data and retention rates

3. To maintain current working knowledge of evidence-based best practices related to retention and student success at the graduate level

4. To analyze and synthesize quantitative and qualitative data for the purposes of implementing innovative practices and strategies around retention and student success

5. To maintain current knowledge in, and train staff to uphold and adhere to any applicable policy

6. To coordinate peer and faculty tutoring services

7. To determine the best personalized course of action to proactively serve individual students, as well as provide follow-through and determine whether students utilized recommended services

8. To manage, monitor and utilize the college's early-alert system to create intervention strategies and resolve student issues

9. To maintain a working knowledge of all institutional policies

10. To participate in ongoing professional development, as well as schedule and document professional development opportunities for direct reports

11. To serve as institutional representative to professional organizations

12. To lend enthusiastic support to college policies and to fellow co-workers and to participate in the annual Lyceum program

13. Commitment to the mission of the college

Essential Knowledge and Skills:

1. Master's degree in higher education, student affairs or a related field; five or more years of experience in higher education with a focus on student success and/or retention

2. Excellent organizational and prioritization skills

3. Superior listening, critical-thinking and problem-solving skills

4. Knowledge of student development theory and its use

5. Ability to assess and reshape existing practices with clearly defined objectives and performance indicators

6. Ability to exercise judgment and discretion in interpreting and applying departmental policies and procedures

7. Ability to relate to a diverse population and to maintain composure when faced with difficult situations

8. A desire to work in a service- and team-oriented environment

9. Ability to compose and prepare accurate reports, records and correspondence

10. Ability to communicate professionally, both orally and in writing

11. Ability to perform critical, deadline-driven tasks while maintaining a spirit of collegiality and enthusiasm

12. A commitment to and an understanding of the importance of confidentiality

13. Computer: MS Office, with a very high degree of skill with Word and Excel, and other specialized software for survey data summary

Reporting to this position:

- Success Coach(es)

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to walk, stand/sit; use hands to finger, handle or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus. Occasional crouching and kneeling may be required and carrying with weight limit of 25 lbs. Strains/stresses may be related to computer use.

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all college policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

_____ _____/____/_____

Employee Signature Date