

# Job Description

Position title: Director, Student Affairs Success Initiatives

Job Family: Student Affairs

Job Type: Director

FLSA Status: Exempt

Salary Grade: 08

## Position Summary:

The Director of Student Affairs Success Initiatives is responsible for the leadership, development, and management of proactive advising and student retention programs. The Director of Student Affairs Success Initiatives aims to enhance student success and persistence through comprehensive advising services, retention initiatives, and academic support programs. Student Affairs retention activities include co-leading and supporting College First-Generation programming. Student Affairs transfer advising activities include co-leading programming for student development of university transition skills through targeted advising interventions.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Develops, recommends, and implements comprehensive student services and programming to enhance student retention, persistence and success, which includes, but is not limited to: academic advising, transfer service education, career planning, supporting guided pathways, and dedicated outreach for diverse student populations.
2. Monitors and evaluates the effectiveness of advising programs and makes data-driven improvements.
3. Implements training programs for academic advisors and other student affairs teams to ensure they are well-equipped to assist students.
4. Provides leadership and supervision for program advising, career advising and development, and student affairs professional training.
5. Integrates College data to support student success. Develops and maintains metrics to assess the effectiveness of advising and retention programs and uses data to make informed decisions and drive continuous improvement.
6. Utilizes knowledge and proficiency in Banner, Excel, SQL, HTML, Tableau and/or other related database systems and software.
7. Supervises staff to support College strategic plans. Prioritizes and assigns work, ensures staff training, conducts performance evaluations, and makes hiring, termination, disciplinary recommendations.
8. Performs a variety of project management duties including participating, planning, executing and closing projects.

9. Participates on college-wide projects relating to new systems or upgrading of existing systems including system testing and validation for enhancements and customizations.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of administrative procedures and practices.
2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of principles and methods for promoting programs and services.
4. Knowledge of regulatory compliance principles and practices.
5. Knowledge of managerial and supervisory skills.
6. Knowledge and application of interviewing and investigative methods and procedures.
7. Knowledge of advising and counseling practices.
8. Knowledge and application of organizational and time management principles.
9. Skill in independent decision making.
10. Skill in organization, coordination, and management.
11. Skill in performing a variety of duties, often changing from one task to another of a different nature.
12. Skill in analyzing data and drawing conclusions.
13. Skill in effective communication (both written and oral).
14. Skill in positive, productive, and flexible customer service.
15. Skill in problem solving.
16. Skill in program development and process improvement.
17. Skill in analyzing data and drawing conclusion.
18. Skill in public speaking.
19. Skill in team building.
20. Skill in people leadership and supervision.
21. Ability to adapt and maintain professional composure in emergent and crisis situations.
22. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
23. Ability to develop and maintain effective and positive working relationships.
24. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

## Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Governance, Institutional Policy, and Legislation: Allows impact on the guidelines that determine how the College operates.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in in Education, Business Administration, Counseling, or a closely related field of study required.
- Five (5) to eight (8) years of related experience required.
- Eight plus (8+) years of related experience preferred.
- Three (3+) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License