

## MASTER SPECIFICATION

### JOB INFORMATION

|                     |                                     |
|---------------------|-------------------------------------|
| Date:               | 10/17/2017 1:10:15 PM               |
| Official Title:     | Director of Student Services Master |
| System Affiliation: |                                     |
| Employee Category:  |                                     |
| Pay Grade:          | Pay Grade 6                         |
| Scheduled Hours     |                                     |
| Job Code:           | 123335                              |
| Job Family:         | Student Services                    |

### JOB SUMMARY

The Director of Student Services directs and oversees the operations and strategic planning of all student service functions including (but not limited to) alumni affairs, food services, residential housing, career services, and student union services.

### NATURE OF WORK

The Director of Student Services serves as the chief administrator for all student services areas and functions of an institution and must be knowledgeable of all programs and curricula offered by the institution/program. This position is ultimately responsible for supporting students' services needs in an institution or program, from initial matriculation through graduation. Additional responsibilities include managing a staff of administrative support professionals and advisors/counselors. Job responsibilities require the ability to interpret, analyze, synthesize, and evaluate materials, resources, situations and problems to generate options and solutions. Results are defined by institution and division strategy, mission, and vision. The Director of Student Services sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist. Problems faced in this position are highly varied, complex, and often non-recurring, which require novel and creative approaches to resolution. New concepts and approaches may have to be developed. Decisions have significant, broad implications for the management and operations of a division/entire institution as well as contribute to decisions on the overall strategy and direction of the entire institution.

### Distinguishing Characteristics

#### Examples of Duties

##### *Essential Functions*

Directs the development and implementation of student service objectives that are comprehensive, appropriate, and consistent with an institution's goals and objectives.

Collaborates with the Dean of Academic Affairs and initiates all student services policy and procedure changes.

Oversees all aspects of human resource management including recruitment, evaluation, and retention of assigned staff such as Student Recruiter, Academic Advisors, and other administrative support staff.

Oversees operations in areas relating to student advising, activities, housing, alumni, or career services.

Provides strategic direction by setting short and long-term goals, estimating budgetary requirements for staff, space and equipment planning, and implementing special projects and policies.

Develops strategies consistent with an institution's continuous quality improvement initiatives.

Forecasts staffing, capital and operating budget needs in evaluating and reporting on market sensitivity, financial analysis, space utilization review, staff performance evaluation, etc.

Ensures customer/patient satisfaction by analyzing complaints, concerns and suggestions and providing appropriate follow-through.

Oversees the analysis and determination of appropriate staff mix to support customer needs.

Ensures competency of management/supervisory staff through the development and/or presentation of educational programs and through on-going staff performance evaluation.

Markets and promotes new and existing programs and services to internal and external customers.

Participates in institution-wide committees to establish customer/patient service and administrative plans and policies.

Facilitates cooperative and collaborative community and institutional relationships.

Performs other job related duties as assigned.

### Additional Responsibilities

May partner with local organizations to develop student or alumni involvement through employment, internship, community outreach, or professional development.

*Performs other functions as required or assigned. Also complies with all Policies and Standards.*

### QUALIFICATIONS

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### Education

| <i>Education Level</i> | <i>Field of Study</i>   | <i>Req</i> | <i>Pref</i> | <i>And/Or</i> |
|------------------------|---|------------|-------------|---------------|
| Master's degree        | Higher Education, Student Personnel Administration, Student Counseling, or a directly related field | X          |             |               |

#### Additional Experience

[Check here if experience may substitute for some of the above education and describe how.](#)

X

#### Work Experience

| <i>Experience</i> | <i>Experience Details</i>                                 | <i>Req</i> | <i>Pref</i> |  |
|-------------------|---|------------|-------------|--|
| 2 year +          | Work experience in academic advising and staff management | X          |             |  |