Director of Student Success and Retention

Department: Student Services
FLSA Status: Exempt

Job Status: Full Time
Reports To: Dean of Enrollment Management and Educational Support Services

Positions Supervised:
HiSet Examiner; HiSet/Adult Ed Instructors, ESL, The Learning Center, Student and Professional Tutors

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. This position reports directly to the Dean of Enrollment Management and Educational Support Services.

Essential Functions Statement(s)

- Develop, recommend, and implement academic support services to enhance student retention and success, which includes, but not limited to, tutoring, transfer education, career planning, advising, pathway development, at-risk programs, and transition to college programs for HiSET/adult education and underprepared student populations.
- Develop programs and services to foster success of “Early Alert”, first generation, and other students with barriers to educational success.
- Develop programs and services that counsel “At-Risk” students to ensure they understand the academic policies associated with poor academic performance.
- Use multiple channels of communication to connect with “Early Alert” and “At-Risk” students, including students on improvement plans for academic probation or suspension.
- Collaborate with faculty to design programs and services to meet the needs of students.
- Articulate the College’s commitment and dedication to effective student placement as well as the development of policy and support procedures for placement testing.
- Monitor and evaluate placement activities on a regular basis in order to ensure the integrity and effectiveness of advising recommendations.
- Work with the Coordinator of College Success to direct and facilitate the MCC student tutoring program and College Success Workshops.
- Work with the Coordinator of Disabilities Support Services to assure that the college programs, services, and activities are accessible to students with disabilities.
- Assist the Dean of Enrollment Management and Educational Support Services with the administration of new student orientation programs, to include placement testing and academic advising for first time students.
- Provide supplemental advising for transfer students and support faculty advisors in the development of programs to help student navigate the transfer to other 2 and 4-year schools.
- Plan, organize, coordinate and implement transfer activities such as Transfer Day, visits from university representatives, workshops associated with the university admissions process, visits/field trips to four-year institutions and/or other events associated with the transfer process.
- Develop and maintain appropriate web-based services to enhance access and student success.
- Develop marketing strategies for department services, activities, projects, programs and events, including flyers, brochures, and other publications, social media, and internet marketing.
- In conjunction with VP for Enrollment and Student Success and Dean of Enrollment Management and Educational Support Services, be responsible for complete and thorough budget preparation within established budget timelines.
- Prepare annual budgets and conduct the operations of the Learning Center within approved budget and grant guidelines.
- Manage financial affairs effectively, ethically, and innovatively within the constraints of approved budget.
- Supervise the administration of CLEP, ACCUPLACER, and other tests as well as test proctoring for disability students and outside institutions.
- Administer and manage federal- and state-funded WIOA and AEFLA grant programs. Provide annual financial reports and updates as required.
- Work with local community agencies and WIOA core partners to foster access to adult education and transition-to-college programs.
- Continually review and apply for external funding, such as grants.
- Assist Adult Education/HiSET instructors with program instruction and record keeping, especially during the summer months.
- Provide tutoring and support to student walk-in traffic in the Learning Center.

Supervision:
- Responsible for the supervision, training, and evaluation of all reporting support staff.

Other:
- Must be able to travel and work occasional weekend and evening hours.
- Perform other duties as assigned by the Dean of Enrollment Management and Educational Support Services and the Vice President for Enrollment and Student Success.

POSITION QUALIFICATIONS
Competency Statement(s)
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
• Managing People - Includes staff planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, product and services.

• Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

• Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

• Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.

• Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

• Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

• Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

• Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.

• Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

SKILLS & ABILITIES

Education: Required BS/BA in education, or related field. Master's degree is preferred. Current teaching license preferred.

Experience: Demonstrated experience in one or more of the following: teaching, advising, tutoring, retention or mentoring roles; experience working with adults with diverse social, educational, and economic backgrounds; experience with teaching in developmental education (particularly math and writing) in higher education, preferably at a community college; administrative or supervisory experience; excellent written, verbal, and interpersonal skills; knowledge of curriculum development and standards-based education; knowledge of statistical testing and assessment; experience working in grant development or administration preferred; and post-secondary teaching experience.

Computer Skills
Microsoft Office (Word, Excel, PowerPoint, Access, Outlook and Publisher). Ellucian Banner knowledge preferred.

Other Requirements
Grant writing. Understanding of and commitment to the role of the community college. Written and oral communication skills. Administrative duties including performance evaluations and budget management.

WORK ENVIRONMENT
Customer services and working in a team environment. Ability to interact effectively with all facets of the college.

REVIEWED BY (SUPERVISOR SIGNATURE) ___________________________ DATE __________

REVIEWED BY (EMPLOYEE SIGNATURE) ___________________________ DATE __________

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.