Job Classification Specification

Student Services Director 1

Position Summary

This is the fourth level in the Student Services management series. Manages, plans, and implements policies and programs for a single large and complex or several diverse student services programs. Position at this level is responsible for identifying new initiatives and directing significant programs. Manages a diverse team through subordinate supervisors. A significant amount of time is spent on strategic planning as well as the full range of management responsibilities.

Responsible for handling a variety of extremely complex assigned projects. Applies expert level subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides leadership to managers, supervisors and/or professional staff. Is accountable for the performance and results of multiple related units. Controls resources and policy formation in area of responsibility. Decisions are guided by resource availability and functional objectives.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Responsible for the strategic alignment, long-term planning, and management oversight for a major college, campus, or University-wide student services function(s) in areas such as Student Affairs, Admissions, Student Finance, One Stop Student Services, Student Abroad, Student Records, Residential Life, etc.

Leads, develops, and directs the short-term and long-term strategies to support unit objectives and to ensuring alignment with University goals to maintain academic, physical, social, cultural, and psychological well-being of students.

Initiates and establishes partnership with internal and outside organizations. Represents the unit in internal and external communities.

Oversees, monitors, and enforces compliance with relevant governmental statues, rules, regulations, and University policies.

Manages and prioritizes the unit goals to best fulfill the goals of facilitating University academic and educational missions.
Partners with senior leadership to cultivate a work environment which attracts rewards, engages, and develops high performing employees.

Develops, reviews and monitors assigned budgets. Forecasts unit expenses, which involves reviewing and analyzing statistical and historical data; considering the impact of identified internal and/or external variables.

Responsible for leading a team of professional student services professionals and supervisors to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, promotion, reward, termination, and disciplinary decisions.

**Operational Role**

Determines how to achieve the directives set by the institution's strategy and top executive leadership generally by developing new systems, new products/offerings, new methods or approaches, and new operating procedures; considers the intentions/goals of the institution and figures out the best way to fulfill them.

**Scope of Measurable Impact**

Actions have a measurable effect on a major unit or function of the institution; measures generally concern financial health/profitability, customer service, student experiences, and productivity.

**Independence and Decision-Making**

Incumbents act with substantial discretion, balancing several goals at once with the idea to minimize costs/risks and maximize benefits/returns.

**Complexity and Problem Solving**

Develops innovative solutions for difficult, complex, and systemic problems that may have precedent-setting implications for the institution; is usually responding to new situations and circumstances that require attention -- invention occurs in the course of solving specific problems.

**Supervision**

Has the authority to hire, transfer, promote, discharge, suspend, assign work, reward, discipline, and direct the work of both full-time and part-time University employees.
**Required Qualifications**

Requires a BA/BS and at least 12 years of experience in related area including management experience. Exhibits technical and operational mastery of an area and has proven management experiences and history of successes in supervising groups; has demonstrated excellence in a discipline and understands the implications of decisions and actions on segments of the organization outside one’s immediate area.

Effective TBD