Job Classification Specification

Student Services Director 2

Position Summary

This is the fifth level in the Student Services management series. The position has the responsibility to direct University-wide student services function(s) to ensure the organization's current and future goals are met.

Provides leadership and direction through Senior Managers and Managers. Adapts and executes functional or departmental business plans and contributes to the development of functional or departmental strategies. Decisions are guided by functional strategies and priorities. Controls resources and policy formation in area of responsibility.

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.)

Provides leadership and strategic direction to major University-wide student service systems and operations to ensure the quality of services for undergraduate and graduate students.

Plans, develops, implements, coordinates, and evaluates policies and services for designated area(s). Develops programming, operation and advisory activities to the student communities throughout campuses.

Serves as liaison to academic and administrative offices within University and at partner institutions. Partners with University and unit leadships to ensure that the infrastructure and quality student services and programs are in place.

Oversees and has accountability for all administrative and operational activities, including setting priorities, discretionary control of a budget, legal compliance, adherence to University policies, and management of staff.

Responsible for leading a large and diverse team of student services professionals and managers. Provides strategic vision and directs to staff through subordinate managers. Responsible for cultivating a work environment which attracts, rewards, engages, and develops high performing employees.
Operational Role

Determines how to achieve the directives set by the institution's strategy and top executive leadership by developing new systems, new products/offering, 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 at this level are the ones who are most often asked to "figure it out," to come with ideas and actions that will make the institutional strategy "real".

Complexity and Problem Solving

Figures out how to get the institution from "here" to "there," creatively using the mission and goals of the institution as a guide to fulfill objectives that are established in concert with the most senior managers.

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 BA/BS and at least 15 years of related experiences to include management experiences; often an expert in a specialized field or complex operation, and the final authority on a matter of financial significance to the institution; understands the nuances, fine print, trade-offs, exceptions, etc. of an issue.

Effective TBD