Assistant Director of Student Support Services

Unit & Classification: Salaried UMPSA represented: Job Family 18, Salary Band 1,440pts (Knowledge 3 Scope 3 Impact 3 Work Environment 2 supervision 2 Fiscal Responsibility IN)

Reports To: Director of Student Support Services

Supervises: Supervises peer mentors, SI leaders, and peer accommodator whose numbers vary depending on semester.

Functional relationships: Works closely with SSS staff, SSS participants, Director of Student Success, faculty, and other departments as necessary.

Position statement: The primary responsibilities of this position are to work with program participants (low income, first generation, and/or disabled), to maintain statistical records of services provided, and to perform duties which help the University comply with all grant guidelines and requirements. By working individually with program participants and providing various workshops and resources related to tutoring, test preparation, study skills, and personal wellness, the Assistant Director contributes to the overall success of the TRIO Student Support Services grant program at the University.

Major duties:
- Assists in identifying, selecting, tracking, and serving program participants
- Advises and counsels all program participants regarding educational issues such as university adjustment, major selection, study habits, academic expectations, and financial and career planning
- Provides guidance and counseling in academic, personal, career, and financial matters to program participants
- Monitors student progress and provides support programs for participants in academic difficulty
- Supervises, trains, and evaluates peer leaders
- Assists in planning, scheduling, implementing, and evaluating SSS programming (i.e. time management and study skills workshops, financial aid workshops, etc.)
- Collaborates with faculty, staff, and other departments such as Academic Advising, Career Services, Student Financial Services, Residence Life, Student Success, etc. to provide resources and support to students
- Promotes the services available through TRIO SSS by presenting programs and workshops, maintaining the website, hosting Open Houses, etc. to prospective students, current students, faculty, and staff
- Helps assure that potential and current TRIO students have access to and understand all the opportunities, resources, and responsibilities related to the SSS program
- Assists with improving the awareness of TRIO SSS and the unique needs of its participants to faculty and staff by informing the University community about the goals, objectives, services, and successes of the program
- Maintains appropriate and accurate records on program participants
- Oversees a comprehensive database and provides reports on the TRIO student population to the Director of Student Support Services and the Director of Student Success, as requested
- Assists with writing the Annual Performance Review
- Assumes supervisory responsibility for the project (day to day operations) in the absence of the Program Director
To perform other duties as assigned by the Director of Student Support Services

**Budget Responsibilities:** Responsible for adherence to SSS department budget as stipulated in the grant.

**Campus/University Service:** Assist in Admission interviews upon request. Service on a variety of campus and system committees and groups as requested.

**Knowledge, Skills & Abilities:** Strong written and verbal communication skills. Strong interpersonal skills. Ability to interact effectively with diverse populations. Strong computer skills (databases, spreadsheets, word-processing). Strong problem solving and organizational skills.

**Qualifications:** Bachelor’s required, Master’s preferred in counseling, social work, education, higher education, or related field. Experience with Student Support Services programs as well as experience counseling, teaching, and/or tutoring at the secondary or post-secondary level, preferred.

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APPROVED BY:

Supervisor: ___________________________ Date: ___________________________

President: ___________________________ Date: ___________________________

I have read and understand the duties and responsibilities as described above.

Employee: ___________________________ Date: ___________________________

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