

DIRECTOR OF STUDENT LIFE
Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 14

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Provides vision, leadership, and administrative oversight for all Student Life functional areas; which include counseling, disability support services, student learning support services, career readiness, university transfer, student activities, intramural and recreational sports, and health and wellness programming; ensures all programs, activities and services support and complement the students' academic experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops, directs and evaluates innovative programs and services that enhance student involvement and support student learning and personal development outside the classroom.
- Works closely with the College's Student Services Team and community partners to develop and implement strategies to increase student retention, graduation and university transfer.
- Assists the Associate Vice President of Student Services in providing student conflict resolution services and administering student conduct activities.
- Educates students, faculty and staff regarding student discipline procedures, appropriate student conduct, complaint procedures, and appeal processes through individual consultation, workshops, class presentations and the development and distribution of instructional materials.
- Analyzes trends in student conduct, complaints, and appeal submissions; proposes appropriate strategies to the Associate Vice President of Student Services.
- Provides for equitable and accessible delivery of Student Life programs and services, ensuring proper risk management compliance.
- Maintains records in accordance with State, Federal, and institutional regulations and provides accurate data for submission of State and Federal reports dealing with dual enrollment and the maintenance of student and course records.
- Coordinates, develops, and implements student life policies and procedures in consultation with other student services offices.
- Develops and implements the various institutional forms used by the Student Life functional area.
- Coordinates the creation and implementation of a strategic plan for the Student Life functional area at the College, in collaboration with the Associate Vice President of Student Services.
- Reviews, maintains and evaluates the budget for the Student Life functional area, in collaboration with the Associate Vice President of Student Services.
- Develops the program outcomes for the Student Life functional area, monitors assessment of those outcomes, and develops plans of action for improvement based on the assessment of those outcomes.

DIRECTOR OF STUDENT LIFE
Job Description

- Travels occasionally to various locations in Cameron and Willacy counties to fulfill position responsibilities.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Maintains awareness of best practices, emerging trends and new legislation relating to student life functional area.
- Represents the student life interests of the College in regional and state meetings and serves as liaison to other colleges and universities within the state and region for work on collaborative grants and projects relating to student life.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the student life functional area.
- Assists with the process for systematic review and evaluation of student life functional area per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Participates in the process for systematic review and evaluation per the institutional effectiveness model adopted by the College.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

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.

- A strong commitment to the mission of the community college.
- Demonstrated knowledge of the student life functional area and the administration of such functions.
- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.

DIRECTOR OF STUDENT LIFE
Job Description

- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB, as well as other state and federal laws and regulations regarding financial aid.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups, as needed.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.
- Ability to perform and excel in a high-tech all-digital environment.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Master's degree from an accredited college or university.
- Minimum of five (5) years of administrative experience in student life programs in a comprehensive community college or university.
- Demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office.
- Experience working effectively in a team environment with a customer service focus.

PREFERRED EDUCATION AND EXPERIENCE

- Community college experience in the administration of student life programs.

DIRECTOR OF STUDENT LIFE
Job Description

- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

CERTIFICATES AND LICENSURES

- None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; talk; and hear. The employee is occasionally sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Notes:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

HR Representative: _____ Date: _____

DIRECTOR OF STUDENT LIFE
Job Description

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas / Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a Master's degree from an accredited college or university?
 - Yes
 - No
3. *Do you have a minimum of five (5) years of administrative experience in student life programs in a comprehensive community college or university?
 - Yes
 - No
4. *Do you have demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office?
 - Yes
 - No
5. *Do you have experience working effectively in a team environment with a customer service focus?
 - Yes
 - No
6. Do you have community college experience in the administration of student life programs?
 - Yes
 - No
7. Do you have demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
 - Yes
 - No