



Job Title: Student Support Director

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 117
FLSA Status: Exempt
Remote Work Eligible: Yes

JOB SUMMARY

This position is responsible for directing the activities of a student services unit or program such as admissions, records, student affairs, academic affairs, international program; marketing and strategic communications, student support services, or athletic programs. Duties include: coordinating the activities of the assigned area; supervising staff; providing technical direction; resolving complaints/problems; ensuring compliance with regulatory and policy requirements; recommending improvements for service delivery and operating procedures; keeping abreast of current trends and practices; and assessing resource needs. Duties may also include developing strategies to accomplish goals; implementing policies and procedures; developing and monitoring an assigned budget; performing professional level work within assignment; and supervising assigned employees or student workers.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Manages staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
- Develops, implements, and evaluates departmental programs, procedures, strategies and goals; maintains, updates, and ensures procedural compliance for programs.
- Facilitates, leads, and/or participates in meetings, proceedings, and committees; represents the Department at campus meetings and conferences; and serves as a liaison between departments, external organizations, the general public, and other agencies.
- Directs and participates in the preparation of departmental budgets, financial reports, and financial aid/governmental loan budgets; monitors revenues and expenditures.
- Identifies and resolves problems in assigned Department; ensures consistent application of rules and regulations, and handles complex and high-level student service complaints or issues.

- Performs research and makes recommendations on strategies, activities, and timelines associated with recruitment, enrollment, admission and financial aid.
- May implement recruitment plan; develop partnerships to increase enrollment and awareness of College activities and programs; and compile and interpret data.
- May direct admissions, testing, degree and enrollment verification, academic records management, transcripts, articulation, and awarding of degrees.
- May direct the student onboarding/enrollment process, manage related events, support related software and ensure its functionality, and identify/address student experience issues in a collaborative effort with other areas.
- May oversee CRM marketing and outreach efforts, CRM data management and analysis, partnering with marketing and communications for various communications and campaigns, manage CRM work flow, train end-users, refine dashboards, and integrate with technical services.
- May oversee study abroad programs, international related initiatives, and international student services; address related visa issues; and serves as program emergency contact.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Master's degree in a field related to assigned area; three (3) years of related management experience in assigned area; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Management principles;
- Applicable theories and principles related to area of assignment;
- Strategy development principles and procedures;
- Applicable federal, state, and local laws, rules, and regulations;
- Program development and administration principles and practices;
- Project management principles;
- Budget administration principles;
- Assigned Department operations and functions;
- Customer service principles;
- Public relations principles; and
- Computers and related software applications.

Skills in:

- Providing leadership;
- Managing projects;
- Developing policies and procedures;
- Ensuring compliance with laws and regulations;
- Solving problems;
- Resolving conflict;
- Preparing and administering budgets;
- Planning;
- Analyzing;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Monitor and evaluate employees;

- Prioritize and assign work;
- Interpret and apply applicable laws, rules, and regulations;
- Evaluate programs and services, operational needs, and fiscal constraints;
- Manage change; and
- Handle sensitive topics.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.	<u>X</u>	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	<u>X</u>
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.		Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	<u>X</u>
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights, weekends, and holidays.

Work is performed regularly where decisions are made that could lead to major community or organizational consequences if there is a failure to make the appropriate decision at the time

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.