

Position Classification Description

Position Class Code / Title: G7087 / Mgr, Student Success

Recruitment Tier: Tier 1

FLSA: Exempt

Grade: 14

Summary

In support of the University's enrollment, retention and graduation goals, manages and oversees the day-to-day activities of a student success program aimed at supporting students of a specific population/demographic with unique needs to navigate and succeed in higher education. Serves as a member of the department/division's leadership team. Supervises student success personnel and ensures services support the program's goals as they relate to student outreach, recruitment, and/or retention. Serves as a liaison with departmental leaders across the institution.

Duties and Responsibilities

1. Oversees all operations for a defined or set of defined student success programs and initiatives designed to attract, retain and serve students of a specific population/demographic.
2. Directs program activities, manages departmental budgets, and negotiates agreements with internal and external entities regarding program services, initiatives and offerings.
3. Evaluates programs, services and offerings to ensure alignment with University goals and objectives.
4. Supervises personnel which typically includes recommendations for hiring, firing, performance evaluation, training, work allocation and problem resolution.
5. Oversees the implementation of student outreach and retention activities; monitors program effectiveness and implements efforts to improve services, programs and offerings.
6. Plans and develops strategies for generating resources and/or revenues for the program; may prepare, review and/or submit contract and/or grant proposals and monitor activities for compliance to contract/grant specifications.
7. Liaises with departmental leaders across the institution to promote student success as it pertains to the specific population of interest.
8. Represents the program(s) to the campus community; participates in task forces, special committees, and interdepartmental committees.
9. Serves as Campus Security Authority as outlined by the Clery Act.
10. Performs miscellaneous job-related duties as assigned.

Minimum Job Requirements

- Bachelor's degree; at least 5 years of experience directly related to the duties and responsibilities specified.
- Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

Knowledge, Skills and Abilities Required

- Exceptional interpersonal skills and the ability to interact and work effectively with administrators, academic leadership, faculty, students, community leadership, public officials, funding agencies, and members of the community at large.
- Knowledge of academic and student development theories and student retention issues and programs.
- Knowledge of student retention and academic development/enrichment principles, methods and techniques.
- Ability to identify, analyze, and resolve complex and sensitive problems and issues associated with student academic retention and success.
- Ability to lead thoughtful discussions and activities regarding student experience.
- Ability to establish, develop, and implement processes and procedures that align with University goals and objectives, industry standards, and best practices.
- Skill in organizing resources and establishing priorities.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.

Ability to foster a cooperative work environment.

- Ability to develop, plan and implement short- and long-range goals.
- Skill in budget preparation and fiscal management.
- Ability to identify and secure alternative funding/revenue sources.
- Ability to negotiate partnerships, as well as foster and maintain relationships with internal and external constituencies.
- Program evaluation and outcomes assessment skills.

Distinguishing Characteristics

Position requires: a) management of the day-to-day activities of a student success program/set of student success programs aimed at supporting students of a specific population/demographic with needs unique to the population of interest, b) participation as a member of the department/division's leadership team, c) evaluation of programs and offerings to ensure quality of service and fulfillment of program objectives, d) supervision of student success personnel.

Working Conditions and Physical Effort

- No or very limited physical effort required.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.