



Position Title:	Director of Student Services	
Reports To:	Executive Director	
Department:	MEEC Center	Job Code: 0128
Prepared By/Date:	Michael Mason/07-07-2009	Job Group: PEC
Approved By/Date:	Leigh Toney/07-07-2009	Salary Grade: 16
Revised:	Jennifer C. Brito/07-29-2009	FLSA Status: Exempt

Summary:

The Director of Student Services provides overall leadership, guidance for the student services staff and functions that include: Financial Aid, Academic Advisement, Admissions, Registration, Student Life, Recruitment, Testing, and Retention; assists students to resolve problems and issues alleviating the need to go to North Campus; Collaborates with School Directors and Academic Chairpersons in the delivery of schedule and instruction for students; Supports the Executive Director and oversees the Center in her absence.

Essential Duties and Responsibilities:

- Provides leadership, guidance and supervision to student service staff
- Provides guidance for staff by making decisions regarding student issues in admissions, registration, advisement, and financial aid.
- Meets with staff, full and part-time, to address progress or performance issues
- Creates a work schedule for all personal to have coverage for each area of student services during working hours to provide students with excellent service required at the Center to alleviate traveling to main campus
- Ensures that all students are receiving the utmost customer service from staff by observing the service and interactions provided by staff with students for the recruitment and retention of students at the Center
- Develops recruitment strategies, initiatives, and schedule for the MEEC Center
- Collaborates with Sr. Staff Associate to identify and schedule a variety of recruitment initiatives by contacting and meeting with key personnel in Miami Dade Public Schools
- Visits community and faith-based outreach centers to create co-hort at their locations for increased student enrollment
- Creates retention strategies for new, current and returning students
- Works with the Director of Career Services and Transition at the North Campus to ensure students at the Center direct contact in locating jobs, obtaining necessary workshops for potential student assistant positions, student jobs, information for students transferring to upper division colleges/universities
- Advises and counsels students regarding academic progress and assists in class selection to ensure they are familiar with academic resources offered at the Center
- Plans, develops and implements the credit course schedule for each term and session
- Provides support for the Executive Director
- Assists in development, creation, and implementation of grants to increase programming at the Center
- Performs other related duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of Microsoft office software and specific computer programs related to area of responsibility.

- Excellent organizational and communication skills (both verbal and written).
- Ability to effectively present information to groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to define problems, collect data, establish facts, and draw valid conclusions for reporting purposes.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff.
- Must have excellent oral and written communications skills

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

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 regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 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.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor’s degree in Education, Psychology or other appropriate field and seven (7) years of working experience in student services.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name