



DATE ISSUED: 03/09
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Office of Student Support Services

JOB SUMMARY

Performs responsible and complex duties associated with Academic Advising, preparation of students for teacher certification and certification in related fields, and recommendation of students for certification. Responsibilities include planning, coordinating, and directing. Serves as administrative contact between the College of Professional Education and the State Board for Educator Certification. Work is performed under minimal supervision with a broad latitude for initiative and independent judgment and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Dean, College of Professional Education

Supervises: Academic Certification Analysts, COPE Academic Advisors and clerical staff

PRIMARY DUTIES - May include, but not limited to the following:

Coordinates work of Academic Certification Analysts and Academic Advisor

Maintains data relating to student advising and preparation for certification.

Maintains written and electronic information regarding College services and resources.

Communicates College requirements, policies, and changes to students and faculty.

Participates in student recruiting and orientation; supports student retention efforts.

Coordinates academic advising for College in concert with departmental chairs and faculty.

Establishes job standards for subordinate staff and effectively evaluates staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

Implements university's certification policies and supervises recommendation of undergraduates/graduates completing degree and certification programs.

Ensures certification programs are in compliance with state rules.

Assists in preparation and supervises implementation of articulation agreements with community colleges.

Directs collection and distribution of TExES scores.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

Bachelor's degree required; Master's degree preferred.

EXPERIENCE

At least three years in higher education or student-related work experience; prior experience with academic advising or counseling at the college level. Teacher Certification and/or experience in public schools are desirable but not required.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.

Ability to apply budgetary and fiscal planning techniques within financial constraints.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to communicate effectively -orally, by phone, in person, and in writing.

Ability to use a personal computer and other office equipment.

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.

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While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

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.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

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All positions at Texas Woman's University are deemed security sensitive requiring background checks.