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**Job Description – Director for Student Academic Support Services**

Department: Academic Affairs

Report to: Vice-Chancellor for Academic Affairs

**Position Summary**

* Be responsible for strategic and administrative leadership for Student Support Services at WKU, including oversight of the implementation and development of such services.
* Coordinate, develop, and assesse effectiveness of different programs falling into this portfolio (e.g., remedial academic services for students on probation; Early Alert system; First Year initiatives; honors programs etc.).
* Develop and prescribe individual academic support plans for interventions based on needs assessments tools and procedures, and academic success plans for students eligible for special support towards academic excellence. Monitor academic progress of students through early alert reporting, mid-semester academic reporting, and semester grade reporting.
* Work towards maintaining and building close working relations with the university community, especially Counselling, English Language Center, Registrar’s Office, Institutional Assessment, as well as with faculty. This extends to an expectation for leveraging resources at the Kean US campus dedicated to the same functional areas.
* Promote a strong academic focus for tutoring, remedial and supplemental instruction, and early intervention for students success, and co-curricular activities based on best practices.
* Oversee all aspects of the program budgets in his/her purview, hiring needs, staff development etc., and provide detailed data analysis and qualitative evaluation input to the Annual Performance Report, based on an office strategic plan and a related assessment plan.
* Provide eligible university students who have disabilities with support, direction, advocacy, and strategies to remediate any possible impact of their disability.
* Contribute to the university through involvement in committees and projects, training, and assessment.
* Explore electronic and technology resources to enhance Student Support Services and their effectiveness.
* Serve as member of Dismissal Appeals Committee and provide recommendations to Vice Chancellor, Deans, and other university leadership on matters relating to Student Support.

**Qualification**

* Master’s Degree in Education, Higher Education Administration, Counselling, Social Work or related field.
* Experience with developing and implementing academic support services.
* Excellent verbal and written communication skills.
* Demonstrated evidence of detail-orientation, customer service orientation, ability to work independently, and ability to work under pressure and meet deadlines.
* MS Office skills.
* Ability to handle stressful situations and maintain confidentiality.

**Preferred Qualification**

* Conflict resolution skills and/or counselling experience.
* A minimum of one to three years of increasingly responsible program management experience in an educational environment.
* Experience working with target population students.