AUBURN
Human Resources

Asst Dir, Student Support

Job Description

JOB INFORMATION

Job Code	AC20
Job Description Title	Asst Dir, Student Support
Pay Grade	SR11
Range Minimum	$60,320
33rd %	$74,390
Range Midpoint	$81,430
67th %	$88,470
Range Maximum	$102,540
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	4/5/2023

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Student Services

JOB SUMMARY

Reporting to the Director, Student Academic Support, the Assistant Director, Student Support develops, directs, and manages comprehensive student support programs to benefit student's academic achievement at Auburn University. These services include, but are not limited to academic coaching, student intervention and success, customized student support programming and messaging, and boutique programs rooted in understandings of specific student populations. Supervises staff and partners with various campus partnerships at the college-level with Associate Deans, Directors of Student Services, Faculty and Instructors, and Academic Advisors, central services via staff in Academic Accessibility, Biggio Center, Academic Assessment, Student Counseling & Psychological Services, to best support student programming outcomes and goals.

RESPONSIBILITIES

- Develops, directs, and supervises student support programs. Supervises daily operations, planning, design, development, and implementation of student support programs along with associated outreach initiatives, campus partnership efforts with the assistance of direct reports. Directs and supervises the recruitment, selection, hiring, training, ongoing support, and recognition of student staff and coordinators. Ensures proper program-level file storage and security to support FERPA maintained level of student data.
- Supervises the design, revision, and implementation of training curriculum and professional development opportunities for student support program staff, aligned in national standards including National Association for Continuing Education (NACE(, National College Learning Center Association (NCLCA), and College reading and Learning Association (CRLA). Maintains the student support program staff training and development efforts, including but not limited to initial training, on-going support, and associated courses.
- Maintains the peer leader training and support efforts, including but not limited to initial training, ongoing support, and associated courses.
- Leads evaluation of student persistence and intervention efforts to include quality control and strategic planning efforts with an emphasis on student learning outcomes associated with student support, outreach, and campus partnerships. Develops operating and learning goals and objectives for the unit; recommends, implements, and coordinates methods and procedures to enhance student support programming processes. Supervises the development of surveys, rubrics, and other data collection tools in support of assessment and strategic planning efforts. Trains and delegates assessment-related processes among office.
- Collaborates with the Student Academic Support Director on the vision for course support programs, learning outcomes, outreach initiatives, and campus partnerships, and leads resulting execution and delivery. Interprets data, including budget, relating to student and program needs and devises creative strategies to meet those needs. Ensures student support programs align with budget and resourcing parameters, including student wages, training expenses, outreach and campaigning materials (print, online, non-traditional), and other program expenses.

RESPONSIBILITIES

- Provides and offers feedback, perspective, and ideas to support the planning and direction of course support initiatives, relevant outreach efforts, and campus partnerships on behalf of the office. Recommends adjustments and implements to promote student degree completion, persistence, and engagement outcomes. Identifies pathways to solve program and office-level dilemmas related to student support programming.
- Serves as a liaison and influencer to support student persistence and degree completion across the university. Establishes and maintains campus partnerships to enable student support programs and services at the University, including, but not limited to, colleges and schools, faculty, student affairs units, center for teaching and learning, etc.
- Collaborates with campus stakeholders to create and refine student support and intervention initiatives. Supervises and champions the development of customized workshops and presentations or other personalized student support initiatives, informed in the needs of students and campus partners.
- Supervises and facilitates successful communication among undergraduate, graduate, and professional staff concerning goals and plans of student support and intervention initiate. Evaluates the effectiveness and communications, public relations, and/or marketing efforts. Mobilizes team towards publicity opportunities and campus partnership efforts to increase student usages and student success outcomes.
- Manages the use of software and technology tools to maximize efforts and refine workflow processes. Manages processes associated with appointment-based technology platforms that support program implementation and operations. Maintains contracts with vendors, or works to identify the right vendors for program-level needs.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Master's Degree	No Specific Discipline. Degree in Education, Counseling, Business Administration, Psychology, or related fields desired.	and	5 years of	Experience in administering and/or coordinating academic programs. Experience in academic or student programs to include teaching and learning, academic programming, student success programming, college administration and services, or various learning centers.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of FERPA standards related to student data and file storage/security.	
Ability to evaluate student program data and make timely decisions to benefit student achievement and success.	
Ability to work with diverse populations.	
Ability to manage and report qualitative and quantitative data.	
Strong interpersonal skills with the ability to partner and collaborate with a wide-variety of academic leaders, staff, faculty, and students.	
Demonstrates excellent oral and written communication in daily interactions.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.