AUBURN
Human Resources

Assoc AD, Student-Athlete Support Services Operations

JOB INFORMATION

Job Code	BA34
Job Description Title	Assoc AD, Student-Athlete Support Services Operations
Pay Grade	AT10
Range Minimum	$83,800
33rd %	$106,140
Range Midpoint	$117,310
67th %	$128,490
Range Maximum	$150,830
Exemption Status	Exempt
Organizational use restricted to the following divisions	130 Director Intercollegiate Athletics
Approved Date:	11/22/2019 12:28:11 PM
Legacy Date Last Edited	11/30/2023

JOB FAMILY AND FUNCTION

Job Family:	Athletics
Job Function:	Athletics Student Support Services & Academic Support

JOB SUMMARY

Reporting to the Senior Associate Athletics Director (AD), Student Athlete Support Services (SASS), the Associate AD, Student-Athlete Support Services Operations oversees daily operations and provides supervision and guidance to full and part time employees within SASS. Works closely with the Senior Associate AD and the Associate AD, Student-Athlete Academic Services to ensure smooth and effective operation of all academic support services provided to student athletes. The Associate AD SASS Operations strategically manages SASS personnel, services, and resources to establish an efficient and effective environment that aligns with the unit's mission and adapts to the evolving academic requirements of Auburn's student-athletes. Responsible for the regular comprehensive review, proactive monitoring, accurate management, forecasting, and communication of continuing eligibility data and NCAA benchmarks to diverse stakeholders, with the goal of optimizing student-athletes' academic success. Ensures compliance with all NCAA, SEC, and Auburn University academic policies.

RESPONSIBILITIES

- Collaborates as a key decision-making partner with the Senior Associate AD, SASS, and the Associate AD, Student-Athlete Academic Services to strategically enhance academic support services for student-athletes while ensuring compliance with NCAA, SEC, and Auburn University policies.
- Oversees and coordinates key aspects of the ongoing monitoring, communication, and forecasting related to the academic progress and continuing eligibility of Auburn’s student-athletes. This includes a comprehensive analysis of continuing eligibility data and benchmarks for all teams to support students’ participation in Varsity Sports. Collaborates closely with Compliance and Office of the Registrar staff on eligibility concerns and oversees the Athletic Certification process for SASS at the end of each semester.
- Supervises daily operations, direction, and coordination of the SASS unit. Develops, implements, manages, and evaluates the effectiveness of the unit’s services, resources, and programs.
- Provides supervision, guidance, and oversight for Academic Counselors, the Learning Specialist, the Tutor Coordinator, administrative staff, and part-time staff members including the Academic Strategist Coordinator and Graduate Assistants (GAs). Serves as a liaison with campus departments to create and maintain pipelines for Graduate Assistants. Determines placement of GAs in SASS and guides evaluation of each GA every semester.
- Manages or facilitates multiple processes including, but not limited to, recruitment and hiring of full and part-time staff, Graduate Assistants, and student workers, and ensures effective communication of academic expectations and behavior to Sport Administrators and Coaches related to class attendance, tutor and strategist session attendance, study table requirements, and student meetings with Academic Counselors.
- Manages the distribution of travel excuses for class absences due to team travel for all athletic teams.

RESPONSIBILITIES

- Complies with all applicable National Collegiate Athletic Association (NCAA), Southeastern Conference (SEC), and Auburn University regulations in the performance of job duties.

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	Degree in Education, Counseling, or related field	and	8 years of	Experience in managing academic counseling programs, such as recruiting, advising, and/or counseling	

Substitutions Allowed for Experience	Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge National Collegiate Athletic Association (NCAA) rules and regulations, academic, admissions, financial aid policies and procedures, student development theory, and analysis.	And
Knowledge of student development and counseling theories, Federal Educational Rights and Privacy Act (FERPA) guidelines, legal and ethical guidelines regarding employment, JLD Federal guidelines, and NACE Professional Standards for career services.	

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			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Walking			X			
Sitting				X		
Lifting		X				up to 10 pounds
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.