

**POSITION DESCRIPTION  
SUPPORT STAFF**

---

**POSITION TITLE:** Director of Academic Advising and Student Success Center

---

Organizational Unit:  
Academics

Reports To:  
Vice President for Academic Services

Revision Date:  
January 2019

---

A. Narrative General Description

The Director of Academic Advising and Student Success Center shall be responsible to the Vice President for Academic Services for a comprehensive program which promotes and enhances academic and career development for all students. This program includes academic advisement, academic placement, student orientation/retention, transfer articulation, accommodations and enrollment services. Additionally, the Director is responsible for the overall operations of the Student Success Center and for the coordination of a variety of services to help students achieve academic success outside the classroom. This includes but is not limited to individualize and group instruction in the development of basic skills in English, reading, and math programs plus tutoring in all of the academic disciplines offered by CCC.

B. Functional Responsibilities

- A. Supervise and manage the operations of the Student Success Center. If necessary a willingness to work flexible hours to maintain complete operations and coverage of the Center.
- B. Hire peer tutors, teaching assistants, work study students and departmental tutors as budget allows.
- C. Secure tutors for one-on-one tutoring regardless of the subject area.
- D. Prepare and approve time sheets for all tutors and teaching assistants.
- E. Provide training for all tutors and teaching assistants.
- F. Provide small group and individualized tutoring.
- G. Provide study hall options in conjunction with assistance from coaches and activity sponsors.
- H. Maintain a working relationship with faculty to provide tutoring assistance to students.
- I. Establish a positive rapport and be a liaison with all faculty and staff.
- J. Establish and post specific study times for specific courses (small group tutoring).
- K. Provide workshops to aid student efforts for academic achievement outside the classroom (i.e. study skills & time management, how to write resume, how to work effectively in groups, etc.)
- L. Provide support accessibility to technology and online courses.
- M. Oversee the development of study guides for the various academic disciplines.
- N. Cross train staff members to tutor in all areas.
- O. Serve as the liaison and transfer articulation advisor with four-year institutions.
- P. Coordinate campus visits by four-year institutions.
- Q. Maintain a university resource center, including college catalogs, program guides, admissions and scholarship applications and information on continuing education opportunities.
- R. Articulate and supervise the academic advising program to all college faculty and staff. Be available to students and faculty/staff to answer questions about transfer requirements and equivalencies.
- S. Maintain the college transfer equivalency database for advising.

- T. Maintain the college student advising module, including major, advisor, address and name.
- U. Coordinate and monitor the Promoting Academic Student Success (PASS) system, as well as data analysis of system effectiveness.
- V. Prepare and coordinate the College Orientation course and curriculum, selecting and training faculty members, providing resources and coordinating the course scheduling.
- W. Assign students to the appropriate academic advisor.
- X. Advise and enroll general students according to established procedures.
- Y. Train advisors and assist with and coordinate enrollment procedures working closely with Admissions, Financial Aid, Records, and activity and athletic personnel.
- Z. Maintain a Career Resource Center with career interest inventories for undecided students to assist them in selecting an appropriate major.
- AA. Design, develop and implement multiple activities on the main campus and technical campuses geared toward developing positive relationships with principals, counselors and business leaders while promoting opportunities available for prospective students.
- BB. Coordinate and maintain data on retention and academic placement initiatives.
- CC. Administer placement and assessment testing and input data into the college computer system.
- DD. Coordinate with faculty the proper placement of students in math and English courses each semester.
- EE. Administer student satisfaction surveys for state and federal reporting.
- FF. Collect and submit institutional data as needed for compliance with institutional, state, and federal reporting. This includes but is not limited academic placement, developmental education data, facility usage, etc.
- GG. Refer students to local counseling and crisis intervention services in response to needs identified through advising.
- HH. Serve as the college contact for students with disabilities.
- II. Advise and counsel students with identified academic deficiencies.
- JJ. Train advisors on the NCAA and NJCAA rules as they apply to degree progress and completion for a qualifier and a non-qualifier student athlete.
- KK. Design, implementation and enhance advising programs for athletic qualifiers and non-qualifiers.
- LL. Oversee the advisement of student-athlete in identifying majors, appropriate courses while ensuring that course selections fit the time and season constraints of a student athlete and their particular sport.
- MM. Participate in the development and implementation of the institutional assessment plan as required for North Central Accreditation.
- NN. Serve on college committees as appointed.
- OO. Participate in graduate/former student follow-up procedures as required for state and federal reporting.
- PP. Maintain budget within established policies and budget parameters. In addition to maintaining an annual inventory of program equipment and supplies.
- QQ. Actively participate in college and community activities including attending and participating in commencement exercises in academic attire.
- RR. Assist with grant activities for college initiatives as needed.
- SS. Meet attendance expectations as required for the position which may include willingness to work unusual hours including evenings and week-ends as needed.
- TT. Complete other duties as assigned.

C. Supervises the following staff

- A. Peer Tutors
- B. Work study students
- C. Full-time and Part-time staff in the Student Success Center

D. Required knowledge, skills, and personal qualifications.

- A. Excellent communication skills both oral and written
- B. An understanding of the mission and role of the comprehensive community college.
- C. Knowledge of various levels of education including high school, community college and four-year colleges and universities.
- D. Ability to establish and maintain effective working relationships with other department staff, faculty, students and public.
- E. Ability to network with advisors at other educational institutions.
- F. Ability to direct training sessions and represent the college at public appearances.
- G. Ability to initiate and direct grant activities relating to student initiatives.
- H. Interest in student activities that occur outside the classroom and a willingness to participate in and attend college functions.
- I. Within six months of the date of hire, required to maintain a physical place of residence within the CCC service area throughout their employment.

J. Required Experience

- A. At least two years' experience in a community college or university related directly to teaching or academic counseling experience.
- B. Experience working with students with diverse backgrounds/life experiences.
- C. Experience with student retention and assessment programs and workshops.

D. Required Educational Background

- A. Master Degree is preferred from an accredited institution of higher learning as recognized by the U.S. Department of Education.