

JOB DESCRIPTION

Director of Student Success

Job Title: Director of Student Success
Job Status: Full-time, exempt
Reports To: Executive Director of Enrollment
Location: Mission Valley

Purpose: Responsible for the development, implementation, and administration of student support services and career development for PLNU Graduate and Professional programs. Maximizes student retention through improving the quality of student support services.

Job Description:

The Director of Graduate and Professional Student Services reports directly to the Executive Director of Enrollment and serves on the Enrollment Leadership team. This position is responsible for the research, formation, implementation, administration and ongoing assessment of student services and career development for increased retention.

Duties and Responsibilities

- Responsible for the research, development, and assessment of student success strategies and activities.
- Strategically monitor and provide regular reporting of student persistence and retention rates.
- Assure Collaboration between the Associate Director of Student Services and Associate Director of Career Development to foster student success and retention.
- Coordinate auxiliary services to ensure the total coverage of needed student services.
- Responsible for the daily operation of the Graduate and Professional Student Services and Career Development office including the hiring, supervision, training and evaluation of staff.
- Direct the facilitation of services to students by developing and maintaining effective communication with all relevant departments and schools related to graduate and professional students.
- Maintain close collaboration with Student Financial Services to ensure accurate advising of financial matters for students in all Graduate and Professional programs.
- Maintain knowledge of federal and state legislation, rules and regulations, as well as university policies and procedures.
- Create and monitor systems to ensure the Center for Student Success staff identifies and assess unique student needs and work with students to implement success strategies for program completion. Assist students in accessing internal and external resources and collaborate with other university departments to implement teaching, learning and support strategies.

- Represent and advocate on behalf of students throughout the university community.
- Responsible for the interpretation and communication of university policies and procedures to students, families, faculty, administrators and the general public.
- Ensure all service inquiries and requests from graduate and professional students and ensure seamless customer service for students from admission to graduation and beyond.
- Develop and maintain positive working relationships with faculty and staff and actively seek solutions for student-focused issues.
- Prepare and present workshops on a variety of student success related topics as needed.
- Pursue external funding opportunities to enhance services.
- Work directly with the Director of Academic Administration to ensure timely responses to academic or faculty issues as well as modifying programs and processes to better service student needs.
- Carry a reduced student load as needed.

Knowledge, Skills, and Abilities

- **Knowledge:** This position requires a broad knowledge of college level services, including financial aid, registration, retention best practices and an understanding of current national issues in higher education including the value of and barriers to a college education.
- **Skills:** This position requires well-developed communication and organizational skills and the interpersonal relationship skills appropriate to regular and intensive interaction with diverse audiences, populations and individuals.
- **Abilities:** The ability to interact and work effectively and harmoniously with university staff, faculty, and students as well as with diverse off-campus communities is essential.

Employment Standards

- Five to seven years of managerial experience in Student Services.
- Ability to exercise professional judgment relating to unusual circumstances.
- Ability to work independently as well as collaboratively within a team and assume responsibility for problem-solving.
- A strong commitment to excellence.
- Passionate about giving quality service to the campus community.
- A goal-oriented individual, who is self-motivated, diligent, and solution-oriented rather than problem-centered.
- Demonstrated ability to prioritize and manage multiple tasks and the ability to wait for appropriate timing.
- Practices attentive and active listening, has the patience to hear people out, and can accurately restate the opinions of others even when he/she disagrees.
- Strong written and oral communication skills.
- Personally committed to continuous self-improvement, understanding that different situations call for different skills and approaches, and working to deploy strengths and

offset weaknesses or limits.

- Proficient in Windows, Word, Excel, PowerPoint, and other common software packages; Google Apps for Education, PowerFAIDS, and Jenzabar CX knowledge preferred.
- Understanding of and commitment to the spiritual mission of the university.
- Maintains confidentiality.