Position Description - Unclassified

Position Status:

Position Title		Position Number
Assistant Director		E99887
Appointment (9mos. / 12 mos. / Other)	Contract Period (from / to)	Department / Division
12 months	July 1 – June 30	Student Success & Advising
Position Type		FLSA
Full-time (Unclassified)		Unclassified
Reports to		Reports to Position Number
Director		E99823
Incumbent		University ID #

Program Information:

A. Describe the general program in which this position exists. Include program purpose, size, scope and relationship to the University's mission.

With a focus on ensuring student success, Student Success and Advising coordinates academic advising and retention initiatives at WOU, manages WOU's advising and student success platform, develops and delivers advisor training, offers tutoring and other academic support services, and coordinates advising at orientation events. Additionally, SSA coordinates campus-wide advising outreach and intervention activities such as early warning systems and degree progression and completion initiatives.

In addition to coordinating campus wide advising and student success initiatives, SSA provides high quality, holistic, and inclusive advising services to exploring students, pre-nursing students, and students experiencing academic difficulty, and other key populations.

B. Describe the purpose of this position and how it functions within this program.

The primary purpose of this position is to support the work of SSA by leading initiatives that promote student success at WOU including academic standing interventions, developing advisor training resources, and managing our EAB Navigate student success software. In close coordination and collaboration with the Director and Associate Director in SSA, the Assistant Director will provide leadership, training, and ongoing support for advising and retention initiatives within SSA and across campus.

This position will also provide direct advising services, helping students with academic planning, exploring majors and interests, identifying obstacles to their success, and referring to on and off campus support and resources. Must be able to effectively work with first-generation, low income, and underrepresented students. Must be skilled in addressing the needs of re-entry students, students in crisis, and students experiencing academic difficulty. Must exhibit cultural humility and agility, with the ability and commitment to work with students and colleagues from diverse backgrounds.

Position Information and Qualifications:

A. Description of Duties/Responsibilities – List the major duties assigned to the position. Note percentage of time each listed duty is performed to total 100%. Indicate "E" = Essential, "R" = Revised	
Percent of Time	Duties

25%	**Coordinate and lead student success initiatives and advising operations in SSA**
	● Coordinate academic standing interventions and communication plans for students on Academic Warning, Probation, Continued Probation, and Academic Suspension
	   o Serve on Academic Suspension Committee
	   o Place Academic Standing Holds
	   o Coordinate advising and other success interventions
	● Coordinate proactive advising initiatives and manage advising campaigns and communication plans for high support student populations
	● Use data to inform assessment and continuous improvement of student success initiatives
	● In collaboration with Office Coordinator, oversee front desk operations and student workers

25%	**Manage EAB Navigate (WCS) student success software** ● Serve as primary application administrator for WOU's student success software, Wolf Connection System (WCS) ● Maintain and update WCS configurations and system updates ● Develop and maintain training materials and sessions for different users of WCS ● Strategize with SSA and EAB leadership teams to promote the use of WCS across campus and develop strategic interventions that align with campus priorities ● Collects information from end users related to issues with the platform and works with UCS and EAB technical support to resolve issues.
25%	**Develop and Coordinate Advisor Training Program** ● Develop a comprehensive advisor training program to advance best practices in the field of advising at WOU. ● Coordinate onboarding and training for new professional and faculty advisors on campus. ● Maintain robust web-based training resources and materials. ● Host regular training workshops and sessions on advising and student success related topics.
20%	**Direct Advising Services** ● Provide holistic advising for key student populations (e.g. exploring students, students experiencing academic challenges, etc.) ● Advise a small caseload of exploring or pre-nursing students, tracking their progress and offering timely support and resources for furthering their educational and professional goals.
5%	**Service to the office, division, and university** ● Represent SSA at events, committees, meetings, etc., often in collaboration with campus partners and stakeholders ● Participate in on-going professional development (attend relevant conferences, workshops, and review new student success and advising literature ● Actively work to ensure an inclusive, accessible, and welcoming environment for all staff and students

	● Other duties and special projects, as assigned.

B. Required Qualifications

List any certificates, licenses, academic degrees, or experience <u>required</u> to perform the duties of this position. Indicate if a combination of education and experience is acceptable.

- Bachelor's Degree
- A minimum of 3 years of academic advising or related experience
- Comfort with learning and adapting to new technologies and tools
- Experience developing or facilitating advisor training or other related teaching or training experience

C. Preferred Qualifications

Describe preferred education, experience, skills, licenses, certificates, and other qualifications for this position.

- Master's degree in a related field
- Experience with EAB Navigate or similar software
- Experience working as an Application Administrator for EAB Navigate or similar software
- Bilingual preferred, in Spanish or ASL

D. Knowledge Areas

List the major areas of knowledge that are required to perform the duties of this position.

Ability to communicate complex concepts
Ability to collaborate within and outside of the unit
Ability to liaise between technical experts and end users to maximize the use of student success technology

Budget Authority:

	Indicate the level of the position's responsibility for the development, control, and monitoring of budget. Indicate the size of the budget. Check all that apply.	
	Develops, monitors*, and controls* *Monitor means to review and approve expenses; control means to authorize budget transfer at the department level*	$
X	Delegated authority to monitor budget	$660,000
	Limited approval authority for purchase	$
	Purchase only with higher level approval	$

Supervisory Authority:

	If this position has the authority to act or effectively recommend action affecting employees in the following areas, check all that apply.		
	Hire	X	Assign Work
	Transfer		Recommend salary adjustments
	Discipline		Approve requests (i.e. leave)
	Dismiss		Respond to complaints/grievances
	Layoff		Conduct performance assessments
	Promote	X	Give Direction

Positions Supervised:

Type	# of Employees	Total FTE
Teaching faculty		
Classified staff		
Unclassified staff		
Student Employees (average per term)	4-5	
Other (specify)		

Decision Making Authority:

Describe the breadth and scope of decision-making authority and discretion the position has to formulate, implement, evaluate, approve and/or modify department and/or university policy, procedures, and/or programs. Describe the type of review and/or approval required by a higher level.
This position will report directly to the Director of SSA and will coordinate with the SSA leadership team in implementing policies, procedures, and programs as they relate to SSA and student success at WOU.

Additional Information:

List any additional information that would help describe the nature of the position.

Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date

Reviewer (VP / Director)	Reviewer Signature / Date
Appointing Authority	Appointing Authority Signature / Date

Received by			Date	
Position Class # (Ex. UF101)		Employee Class	Job Location	Appointment Percent
CUPA-HR# / Title		NOC Code	Category Code	SOC Code
Actions Taken				
	NBAPBUD / NBAPOSN			
	NBAJOBS			
	PEAFACT			
	Electronically Filed			