

JOB TITLE: Director, Advising and Career Services

DEPARTMENT: Advising and Career Services

LOCATION: Union Campus

REPORTS TO: Vice President, Student Development

FLSA: Exempt

LEVEL: 206

DATE: 07/01/2024

POSITION SUMMARY: Provides leadership and support for comprehensive advising and career initiatives. This includes enhancing student transitions to the College from high schools, creating professional development and regular communications for the advising and career staff, developing standardization by utilizing regional and national best practices.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree; 3 years related experience.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Provides leadership to ensure the effective and efficient delivery of quality academic, career, and transfer advising to students.
- Develop the advising and career team to provide best-in-class service using the chosen professional advising framework.
- Provide academic advisement and career exploration services to prospective and current students on designated pathways caseload; and annually monitor pathways assignments for advising team
- Work with key stakeholders in academic affairs to align goals and initiatives pertaining to advising efforts.
- Monitor course offerings and communicate full classes, waitlist needs, etc., as needed with academic deans.
- Coordinator communication regarding cancelled or altered courses as necessary.
- Plan, attend and/or represent advising and career team in institutional committees / meetings related to advising initiatives, both on and off campus.
- Facilitate semester meetings with all faculty and staff who serve in advising roles to discuss current trends and adjustment needs to provide a more consistent advising experience for students.
- Collaborate with the Articulations team to share and market those opportunities for prospective and current students.
- Serve as a member of the Student Development leadership team to develop and execute change management and process redesign initiatives that will lead to operational efficiencies.
- Plan, lead, and provide guidance on human resource activities, such as hiring, performance evaluations, disciplinary actions, and other staff-related concerns.
- Lead regular professional development sessions for the department to support departmental goals and improve operational efficiencies.
- Create and foster a team environment where staff members are encouraged to develop and grow by being given opportunities for training, event coordination, project management, data analysis, or other areas of expertise.
- Use the current technology tools in order provide a seamless student academic planning experience.
- Develop and manage the department budget, approving all expenditures.
- Travel to satellite sites to provide services as needed.
- Work with students to complete career inventories to help to determine different occupational paths and opportunities.
- Advise International Students to keep them in federal compliance.
- Attend designated pathways advisory committee meetings as appropriate.
- Leads in the development and maintenance of comprehensive manuals that outline policies and procedures related to departmental operations.
- Leads the assessment efforts related to Student Learning Outcomes, CAS Standards, selected Advising Framework, Career Advising, Transfer Advising, NACADA, and NACE standards.
- Review, leverage, and interpret data to meet established standards in service levels, continuous improvement and quality assurance.

- Collects, analyzes, and reports advising related to the departments support of career and transfer pathways.
- Facilitate a yearly student voice collection strategy and use result implement an improvement to department practice.
- Identifies barriers to student persistence and proposes interventions that may neutralize such barriers by collaborating with stakeholders.
- Develop and implement a consistent communication plan to ensure students understand the advising timelines, process, and expectations of the student and advisor.
- Oversee and/or collaborate on the staffing, planning and execution of student facing events, virtual and/or onsite including but not limited to new student orientation, campus life and leadership events, and admissions open house and recruitment events.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, and standards in a safe and efficient manner, with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Excellent organizational, analytical and planning skills. Ability to establish and maintain positive working relationships with other employees at all levels. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Employee development and performance management skills. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Availability to work or meet in the evenings and/or on weekends. Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges. Ability to interact effectively with diverse student populations and a wide variety of co-workers. Ability to analyze complex human relations situations accurately, and resolve problems expeditiously. Familiarity with the requirements of the ADA and the Rehabilitation Act of 1973, Section 504.

LEADERSHIP and COMMUNICATION SKILLS: Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments.

DECISION-MAKING and ANALYTICAL SKILLS: May be responsible for actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients, or others in the general public. Perform professional-level work requiring a wide range of administrative, technical, scientific, engineering, accounting, legal, or managerial methods applied to complex problems.

EQUIPMENT/SOFTWARE: Use office machines such as copiers or calculators. Use computers for word processing, spreadsheets, PowerPoint presentations, or custom applications; and/or operate and/or repair large shop equipment and machines; and/or operate or repair vehicles.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: Associate Director, Academic and Career Navigators,

SIGNATURE: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*