

# CONNECTICUT COMMUNITY COLLEGES

## Job Description

### Director of Student Development/Services

Salary Level:  
21

Date Approved/Revised:  
Approved: 10/01/02

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#### Position Purpose

The Director of Student Development/Services manages a major division with multiple student service functions, which may include: Student Counseling; Admissions; Registration; Financial Aid; Career Services; Student Activities

#### Supervisory and Other Relationships

The Director of Student Development/Services typically works under the direction of a Dean .

The position manages the work of professionals who provide student services in the functional fields assigned to the Division.

The position is required to have extensive cooperative and collaborative relationships with faculty, students, staff, the public and with professionals in peer organizations and professional associations. The incumbent is expected to represent the College in a positive manner. A major function of the position is leading collaborative efforts for retention of students.

#### Major Accountabilities

The Director of Student Development/Services is accountable for attracting, retaining and providing services conducive to positive experiences and development of students at the College through effective performance in these essential functional areas:

- . Program planning and development;
- . Service delivery;
- . Development and management of staff;
- . Budget and fiscal management.

#### Examples of Essential Duties and Accountabilities

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. Program planning and development: The Director of Student Development/Services is accountable for developing long range strategies and programs for attracting, enrolling and retaining students and for supporting their positive experiences and development. This accountability includes such essential tasks as:

1. Researching emerging and proven methods, techniques and programs of student services and recommending and implementing those best suited to the College's needs;
2. Appraise students' needs through review of placement tests, student retention and academic performance standards and developing strategies and programs to meet identified needs;
3. Reviewing and evaluating program effectiveness and initiating necessary action to correct deficiencies.

B. Service delivery: The Director of Student Development/Services is accountable for the effective functioning of assigned student services by directing their delivery. This accountability includes (when assigned) such essential tasks as:

1. Directing a full range of professional counseling services for students;
2. Directing the admissions marketing efforts, recruitment, , and enrollment of students meeting the College's enrollment goals;
3. Directing the registration of students, the recording of their academic achievements, and the verification of completion of programs and certification for graduation
4. Directing a comprehensive program of financial assistance for qualified students, including accounting for funds provided by granting agencies;
5. Directing a program of advising students on their career development and of assisting them in obtaining appropriate employment;
6. Directing student activity programs including those intended to provide co-curricular service experience, those intended for cultural and experiential enhancement and those intended for fitness and athletics;
7. Directing a program of assistance to students in adapting to the demands of higher education including: placement testing; student orientation; tutoring; veterans' services; and assistance for students with special needs.
8. Numerical analysis of trends and outcomes to measure effectiveness of services.

C. Development and management of staff: The Director of Student Development/Services is accountable for providing an appropriately qualified student services staff and for assuring their effective performance. This accountability includes such essential tasks as:

1. Recruiting and recommending appropriately qualified staff for the College's student services within the constraints of fiscal and compensation policy;
2. Providing for training and development of assigned staff to assure their current and continuing competencies in their respective fields;
3. Providing leadership and direction to assigned staff;
4. Reviewing and evaluating performance of assigned staff, providing guidance and coaching where needed, and conducting constructive performance reviews with staff;
5. In collaboration with the College Human Resource Director, providing fair and effective administration of College human resource and labor policies.

*D. Budget and fiscal management:* The Director of Student Development/Services is accountable for management of financial resources and for the value of services achieved with investments in equipment, systems and human resources. This accountability includes such essential tasks as:

1. Analyzing the resources needed to fulfill the Division's service obligations including development of cost and benefit analyses;
2. Preparing fiscally sound budgets including rationales for expected results to be achieved from expenditures;
3. Monitoring expenditures compared to budgets and initiating needed corrective action.

### **Professional Participation and Development**

In addition to the accountabilities listed above, the position is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

These may involve attendance at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies including required computer skills and other bodies of knowledge required for job proficiency.

The incumbent is required to maintain complete confidentiality of student records and other materials of a confidential nature.

### **Qualifications**

Incumbents are required to have demonstrated advanced knowledge and abilities in the following areas:

- Student counseling and services for students with special needs;
- Enrollment services, including recruiting, marketing, admission administration and student records administration;
- Student activities, including those oriented toward providing for enhancement of students' cultural and occupational experience;
- Supervising human resources in a creative and technological environment;
- Developing and managing operating budgets and plans;
- Strong information technology literacy skills;
- Effective oral and written communications.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with from four to seven years of experience in a related field in

which two to four years is experience in the supervision of others; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

### **Work Environment**

Incumbents typically perform their work in offices and in locations such as student centers where there may be groups of students and staff. The work does not, normally, involve any significant physical effort. Incumbents may travel to public sites to make presentations to civic and student groups as well as traveling to regional or central meetings and conferences. Incumbents need to be able to drive a private passenger automobile or to arrange for alternative transportation. Reasonable accommodation will be provided for incumbents with physical limitations.