



SHORTER COLLEGE JOB POSTING

Company: Shorter College

Job Title: Associate Dean of Student Services

Department: Academic Affairs

Status: Exempt

Start Date: Upon completion of Drug Test and Background Checks

Location: North Little Rock, AR

Salary Expectations: Commensurate with Experience and Education

Work Schedule: 40 hours a week

SUMMARY AND ESSENTIAL DUTIES: The Associate Dean of Student Services will provide management of Student Support Services including, Student Success, Support Aide and Grants, Career Services, Retention, ADA Accommodations, International Student Services, Military Student Services, Student Life and Events, and the overall registration process for students.

RESPONSIBILITIES:

- Leading staff in development of excellent student and academic support service skills that create an environment of student-centered focus and support.
- Identify risks and obstacles standing in the way of student progress and develop solutions to promote student success.
- Oversee both Orientation and Graduation events multiple times per year.
- Collaborate with administration to ensure best practices are developed at the campus level in student and academic supports.
- Oversee the registration process for all students.
- Assist with school leadership in developing and implementing standard operating procedures as well as communication strategies.
- Serves as the chief student advocate and address student escalation issues that require student support involvement.
- Monitoring staff progress and completion of intervention tasks, student contact requests and appointments used to support student needs as they progress towards degree completion.
- With the Student Support Team, collect data to assess the prior year's retention and forecast for future terms.
- Chair the committee that reviews individual, pressing student issues.
- Work closely with academic departments in the development of sound student support initiatives focused on retention and holistic support.
- Collaborate with the Office of Admissions to develop strategies for success of incoming students, identify potential risk factors of new students and working for student success as they onboard into their programs.
- Maintaining a student population.
- Work closely with appropriate departments to develop re-recruitment efforts for withdrawn students.
- Adhere to and ensure staff adheres to all internal, Federal Dept. of Ed, regulatory, and Affiliate policies and procedures, integrity and ethical standards.
- Departmental and team email inbox review, including but not limited to: Accommodations and SoCal Student Support general email.
- Other duties as assigned.

EDUCATION and EXPERIENCE:

- Minimum of a Master's degree; Doctorate is preferred
- Must be a self-starter, with an attention to detail; possess high-level organizational and problem-solving abilities
- Skilled communicator with excellent verbal and written communications skills
- Ability to work independently in service-oriented environment
- Excellent student service, critical thinking, and problem-solving skills
- Experience with academic support structures and an understanding of essential pedagogical principles.
- Experience and proficiency in student information systems - preferably Campus Vue - with an emphasis on working with the end users (Office of the Registrar, staff, faculty)
- Experience with Excel reporting
- Some evening and weekend work required particularly around start times
- Must possess integrity, ambition, and be process and results-driven
- Minimum of 5 years of student retention focused experience in a higher education setting
- Demonstrated success in implementation and improvement of student retention
- Demonstrated experience in managing a high level of work in a fast-paced environment

LANGUAGE SKILLS: Must have effective communication skills with a proven ability to foster collaborative efforts within a diverse community. Able to use technology to communicate, manage and analyze data.

REASONING ABILITY: Ability to effectively present information and address questions from a campus community.

CERTIFICATES, LICENSES, REGISTRATIONS: Not Applicable

WORK ENVIRONMENT: While performing the duties of this job, the employee will work in an office environment. Flexible/Adaptable to constant change.

PHYSICAL DEMANDS: Not Applicable

HOW TO APPLY: Applicants may submit a resume and cover letter to humanresources@shortercollege.edu or Mail to: 604 Locust Street, North Little Rock AR, 72214