

Director of Student Support Services  
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=122657>

Downloaded On: Jul. 16, 2019 10:44am

Posted Apr. 30, 2019, set to expire Aug. 30, 2019

<b>Job Title</b>	Director of Student Support Services
<b>Department</b>	Educational Opportunity Center
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Apr. 30, 2019
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Student Services
<b>Apply Online Here</b>	<a href="http://www.ubjobs.buffalo.edu/postings/19523">http://www.ubjobs.buffalo.edu/postings/19523</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

**Position Summary**

The University at Buffalo Educational Opportunity Center (UBEOC), an adult education enterprise, of the State University of New York, University Center for Academic and Workforce Development (UCAWD), with an annual enrollment of 1,940 students, is seeking applications for a Director of Student Support Services – Senior Staff Associate, SL-5. The mission of UBEOC is to produce lifelong learners who are self-directed, empowered, and committed to excellence. Residents of the surrounding Buffalo community are provided a range of services designed to develop the academic and workforce development skills necessary to become self-sufficient. Programs and services are structured to adapt to the needs of our students — as well as to the demands of our community — and serve as first steps toward the attainment of long-term educational and employment skills.

The Director of Student Support Services provides leadership, direction and oversight for a large unit comprised of professional classified staff that deliver outreach, recruitment, admissions, alumni and

Director of Student Support Services  
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=122657>

Downloaded On: Jul. 16, 2019 10:44am

Posted Apr. 30, 2019, set to expire Aug. 30, 2019

student development, career services, registration and records, student retention, and student health and safety services for the UBEOC. The Director has the principal responsibility to create, implement and oversee organizational systems essential to ensure a seamless, integrated experience for students. The Director of Student Support Services will be reporting directly to the Executive Director; responsibilities will include but are not limited to:

- Provide leadership for student support services staff. Supervise and provide direct oversight of supervisory staff responsible for day-to-day supervision of staff providing outreach, recruitment, admissions and enrollment management.
- Provide oversight and direction for processing and resolution of student matters involving disciplinary actions, discriminatory incidents or student health and safety matters.
- Collaborate with Director of Instructional Services and other Senior Management in the development and implementation of services, practices and procedures to improve enrollment and student retention.
- Participate in and provide leadership as assigned in efforts to develop external resources to support and enhance the Center's delivery of programs, training and support services to its target population and communities.
- Provide leadership in the implementation of processes and procedures that directs enrollment, attendance and entry of student information into their permanent files in the Student Information System and hard copy.
- Must be available to work evenings and weekends

University at Buffalo is an affirmative action equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

#### Minimum Qualifications

Master's degree in student personnel administration, education, counseling, social work or related area.

3 years' experience (including supervision) at a senior administrative level in admissions, enrollment management and/or student affairs or student support services is required. Experience working directly with programs that serve diverse populations and underserved students in an adult education setting.

#### Preferred Qualifications

Progressively responsible experience (including supervising mid-level supervisory staff) at the senior administrative level of student services and/or admissions is highly desirable.

The successful candidate will bring strategic and creative thinking to the execution of a seamless pathway from recruitment to completion for adult students. He/she must have demonstrated success in leading, motivating and holding accountable a diverse group of enrollment management and/or student

Director of Student Support Services  
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=122657>

Downloaded On: Jul. 16, 2019 10:44am

Posted Apr. 30, 2019, set to expire Aug. 30, 2019

services professionals, particularly within a changing organizational environment. The successful candidate should have a proven track record of success in meeting or exceeding enrollment and retention goals. A thorough understanding of student services organizational models, especially relative to retention and completion for culturally diverse, economically disadvantaged and underserved adult student populations, is highly desirable. Experience and knowledge relative to work force development are also highly desirable

#### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Normal sitting, standing, and walking throughout the course of the day.
- Periods of extended computer usage.
- Requires dexterity and data entry skills.

#### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact