CLASSIFICATION DESCRIPTION TITLE: STUDENT AFFAIRS DIRECTOR

**CLASSIFICATION SUMMARY:** Responsible for providing oversight of a student services unit or program which may include enrollment, financial aid/grants, retention, admissions, registration, or student employment. Responsibilities include performing professional duties and coordinating administrative activities to include supervision of staff; providing technical direction; resolving complaints/problems; ensuring compliance with regulatory and policy requirements; recommending improvements for service delivery and operating procedures; keeping abreast of current trends and practices; and assessing resource needs. May supervise professional, technical, and/or support staff.

**TYPICAL CLASSIFICATION ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

<table>
<thead>
<tr>
<th></th>
<th>Illustrative only – not inclusive of every task assigned to a position.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Develops, implements, and evaluates departmental programs, procedures, strategies and goals; maintains, updates, and ensures procedural compliance for programs.</td>
</tr>
<tr>
<td>2.</td>
<td>Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures, and maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.</td>
</tr>
<tr>
<td>3.</td>
<td>Facilitates, leads, and/or participates in meetings, proceedings, and committees; represents the department at campus meetings and conferences; serves as a liaison between departments, external organizations, the general public, and other agencies.</td>
</tr>
<tr>
<td>4.</td>
<td>Directs and participates in the preparation of departmental budgets, financial reports, and financial aid/governmental loan budgets; monitors revenues and expenditures.</td>
</tr>
<tr>
<td>5.</td>
<td>Creates and maintains advertising campaigns, publications, and other department-related materials to promote enrollment and admissions.</td>
</tr>
<tr>
<td>6.</td>
<td>Identifies and resolves problems in assigned department; ensures consistent application of rules and regulations, and handles complex and high-level student service complaints or issues.</td>
</tr>
</tbody>
</table>
7. Performs research and makes recommendations on strategies, activities, and timelines associated with recruitment, enrollment, admission, and financial aid.
8. Performs other duties as assigned.

**Training and Experience** (positions in this class typically require):
Bachelor's Degree and five years of progressively responsible professional/technical experience in area assigned, including supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):
- None Required.

**Knowledge** (position requirements at entry):
Knowledge of:
- Management principles;
- Accounting and financial management principles;
- Applicable theories and principles related to area of assignment;
- Strategy development principles and procedures;
- Applicable federal, state, and local laws, rules, and regulations;
- Program development and administration principles and practices;
- Project management principles;
- Budget administration principles;
- Assigned department operations and functions;
- Customer service principles;
- Public relations principles.
**Skills** (position requirements at entry):

Skill in:
- Monitoring and evaluating employees;
- Prioritizing and assigning work;
- Providing leadership;
- Using computers and related software applications;
- Managing projects;
- Managing multiple priorities simultaneously;
- Analyzing and developing policies and procedures;
- Ensuring compliance with applicable Federal, state, and local rules and regulations;
- Interpreting and applying applicable laws, rules, and regulations;
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals;
- Resolving conflict;
- Preparing and administering budgets;
- Managing change and sensitive topics;
- Planning, analyzing, and evaluating programs and services, operational needs, and fiscal constraints;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Physical Requirements**:

Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**

The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Date created: (08/08/2007)