

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 months, grant-funded	<b>Title</b> STUDENT SUPPORT SERVICES DIRECTOR – Nevada
<b>Revised:</b> 10/11/2018	<b>Department</b> STUDENT SUPPORT SERVICES
<b>Level:</b> Professional	<b>IPEDS</b> OTHER PROFESSIONAL
<b>FLSA:</b> Exempt	<b>Reports to</b> NEVADA CAMPUS DIRECTOR

**POSITION SUMMARY**

The grant funded Student Support Services (SSS) Director is 12 months, full-time, and 100% SSS activity based. The Director is responsible for meeting all SSS program objectives. The Director develops activities, policies, and procedures to ensure compliance with all project guidelines. The Director supervises and evaluates project personnel, maintains program records, and approves all expenditures of grant funds.

**MAJOR FUNCTIONS**

1. Implement all facets of the TRIO SSS program under the direction of the Nevada Campus Director;
2. Recruit, hire, train, supervise and evaluate SSS staff;
3. Develop and manage SSS program budgets;
4. Authorize expenditures of SSS project funds;
5. Prepare and submit all necessary United States Department of Education reports;
6. Coordinate resources between SSS and other college departments;
7. Create, implement and modify processes to inform, identify, select, retain, and monitor SSS participants;
8. Maintain cooperative relationships with all area social service agencies and community groups;
9. Establish and maintain close working relationships with college faculty, staff, and administration;
10. Design, develop, direct and evaluate all day-to-day SSS project activities;
11. Maintain complete and accurate confidential SSS participant files, including application, diagnostic and progress test scores, and summaries of all key project services rendered;
12. Provide SSS participants with transfer assistance and assistance completing financial aid documents;
13. Coordinate the Early Academic Alert system for SSS students;
14. Prepare midterm, semester, and year-end reports of SSS participants;
15. Develop, implement, and present workshops to SSS participants;
16. Assist the SSS Academic Coordinators with participant file maintenance, PSPs, intake and participant assessments;
17. Be a liaison to the financial aid, admissions, and other student services offices;
18. Represent the SSS project at all appropriate meetings on and off campus;
19. Establish policies and procedures for SSS participant needs assessment;
20. Establish, evaluate, and modify the information and reporting systems in SSS;
21. Coordinate advising and tutoring for SSS program participants;
22. Develop methods to document SSS participant success and attain project objectives;
23. Research and be responsible for the SSS program grant proposal; and
24. Fulfill any other duties requested by the campus Director which job-related circumstances may demand.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. Master's degree required in education, guidance and counseling, or related field.
2. A minimum of three years of experience managing and operating programs for disadvantaged students is preferred.
3. Demonstrated ability to manage budgets.
4. Excellent communication and interpersonal skills.
5. Ability to plan, organize, and implement responsibilities effectively.
6. Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public.
7. Experience in career development, financial aid, academic advising and assessment preferred.
8. Background similar to target population preferred.

#### **EQUIPMENT/SOFTWARE**

Operate standard office computers and software.

#### **POSITIONS SUPERVISED**

SSS Support Staff

#### **WORKING CONDITIONS**

1. Generally indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work may be required from time to time. May also involve an occasional overnight trip.
3. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. A neat appearance and appropriate businesslike apparel are required.

#### **PHYSICAL DEMANDS**

1. Office administration work part of the time involving sitting much of the time but will involve mobility within the campus and various sites.
2. Other activities require lifting up to 50 pounds, moving materials from one place to another, participating in physical activities/sports/games, etc. with students.
3. Input, access, and distribute information using computers.
4. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.

#### **CREATIVE AND ANALYTICAL SKILLS**

1. Ability to define problems, collect data, establish facts, and draw valid conclusions.
2. Ability to devise or modify methods or processes to solve specific problems.

#### **LANGUAGE/COMMUNICATIONS SKILLS**

Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.