



## JOB DESCRIPTION

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| <b>Job Title:</b>                | Director, Advising and Student Success                   |
| <b>Department:</b>               | Advising and Student Success                             |
| <b>Job Category/FLSA Status:</b> | Student Support/Exempt                                   |
| <b>Reports To:</b>               | Associate Vice President, Enrollment and Student Success |
| <b>Authority:</b>                | Advisors and others as assigned                          |

**Position Description:** The Director, Advising and Student Success leads and manages the team responsible for onboarding new students, advising and registering all students, tracking student engagement and responding to non-engaged students, creating intentional programs and plans to support and retain students, tracking high-risk students and students struggling academically, and preparing plans for students to help them get back on track when they are not making satisfactory academic progress. This dynamic individual is a key member of the Enrollment and Student Success Leadership Team, collecting and providing regular data updates to ensure team members are achieving goals and to ensure the college is meeting overall registration and retention goals. The director's primary responsibility is to inspire, encourage and empower the advising and student success team to provide excellence service and support to students – leading them to graduation.

### Major/Essential Functions

- Leads a collaborative, dynamic, distributed team where staff are encouraged and supported in spiritual, personal and professional development.
- Utilizes technology effectively and efficiently to serve students and track results, including CampusNexus, Blackboard, Microsoft Office 365 tools, etc.
- Develops plans, goals and objectives for the Advising and Student Success Department and for individual team members, to implement the CBS CASE model and to ensure overall registration, student success and retention goals are achieved.
- Partners closely with the Registrar's Office and Academics regarding student program roadmaps, the academic calendar, course needs, drop/add/withdrawal policies and implementation, systems utilization, etc.
- Engages the administration, faculty, staff, the library, etc., in effective student retention efforts.
- Develops effective partnerships with key campus departments to better serve and retain students and to help students stay on track to complete their degrees as quickly and efficiently as possible.
- Develops and manage the annual departmental program review and annual staff performance evaluations.
- Monitors operational activities to meet goals, ethics, policies and guidelines, and to ensure compliance with state and federal regulations, and accreditation standards.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.
- Stays current with advising and retention best practices, and ensure team members are knowledgeable about important practices that can improve student success.
- Encourages/provides regular professional development and training opportunities for all staff members.

- Serves as a good steward of available budgets/funds to achieve maximum results.

### **Duties/Responsibilities**

- Develops/manages annual advising and student success plan, and manage to the goals.
- Develops and maintains policies, procedures, processes and systems to support student advising, registration, engagement, student success, and retention through graduation.
- Maintains, generates and analyzes data and reports to support assessment, achieve goals and develop a culture of goals achievement and continual quality improvement.
- Communicates and provides leadership of the vision and mission, and ensure all resources are in alignment with institutional and division mission and strategic initiatives.
- Develops, reviews and approves policies, procedures and administrative processes to ensure compliance with institutional, accreditation and other regulatory standards and requirements.
- Coaches and trains assigned staff with a performance improvement focus, and perform periodic and annual performance reviews as appropriate.
- Learns and effectively utilizes the student information systems and other key technology.
- Develops and manages quality assurance reporting to monitor staff members' goals and overall goals for department and relevant institutional goals (such as registration and retention).
- Ensures proper transition of all student records, in partnership with other key departments.
- Assists with college reports and other statistical information such as registration statistics, retention data, advising effectiveness, trends year to year, impact of strategies, etc.
- Works effectively in Microsoft Office 365, including use of Word, Excel, PowerPoint, Sharepoint, Teams, etc.
- Performs related duties as required.

### **Qualifications**

#### Minimum Requirements:

- Bachelor's degree from an accredited institution of higher education and at least three years experience in advising, student services, student success or enrollment management.
- Be a committed Christian, active in a local church.
- Be in agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

#### Preferred Qualifications:

- Master's degree from an accredited institution of higher education and five or more years relevant experience in progressive leadership of advising, student success, retention, etc., in a faith-based institution of higher education
- Bilingual in English and Spanish (speak, read and write).
- Experience with CampusNexus and Blackboard.

### **Equipment/Skills/Knowledge needed to perform job**

- Excellent relational, management, communications and administrative skills.
- Demonstrates spiritual, personal and professional maturity.
- Desire and ability to inspire, lead and manage a diverse, distributed workforce.

- Skilled at counseling students and helping them resolve issues and complaints.
- Demonstrates high emotional intelligence in the workplace.
- Commitment to outstanding student service.
- Positive, can-do attitude with drive and results achievement to back it up.
- Flexible and adaptable; agile in actions and decision-making
- Able to effectively use student information and learning management systems.
- Able to manage multiple projects while achieving goals and objectives.
- Able to manage time effectively and meet deadlines.
- Tech savvy and proficient in use of Microsoft Word, Excel, PowerPoint, Sharepoint, Teams, Zoom, Internet and email.
- Able to perform business math computations and maintain accurate financial and student records.

### **Mobility/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.

- Employee must sit, stand and walk.
- Employee must talk and listen via face-to-face contact, phone and videochat.
- Employee may be required to lift and/or move up to 10 pounds.

### **Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.)**

- Typical office environment, though currently remote.
- Able to work some evenings or weekends in support of student support activities.
- Position may be fully remote.

### **Security Sensitive: Yes**

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.