



Job Description

Job Title:	Assistant Director, Advising and Student Success
Location:	Houston
Department:	Enrollment and Student Success
Job Category/ FLSA Status:	Student Support/Exempt
Accountability:	Director, Advising and Student Success
Authority:	As assigned

Position Description:

The Assistant Director of Advising and Student Success is responsible for contributing to new and returning student success (i.e., attainment of desired student and institutional outcomes) through developing and executing a student retention program, managing operational involvement of the Advising and Student Success team in *CBS Next!* (i.e., student orientation), and supporting the Director with reports, assessment, and special projects. The Assistant Director is also responsible for providing support for a partial (60-75%) caseload of assigned CBS students through holistic academic advising that includes facilitating goal-aligned program declarations, course selection/registration assistance, provision of information and referrals, retention interventions, and ongoing student support from the point of admission through degree completion. This support occurs within intentionally developed advising relationships that promote increases in students' autonomy, competence, relatedness, and academic motivation as empirically demonstrated predictors of student success.

Major/Essential Functions:

- Assists the Director with assessment, reports, special projects, and retention program conceptualization, planning, and development.
- Collaborates across campuses to implement the retention program, with special emphasis to early-identify and support at-risk and inactive students (i.e., currently enrolled but not participating in classes or those who have not attended for one or more semesters) who require support beyond academic advising to persist and graduate from CBS.
- Engages the administration, faculty, staff, the library, etc., in effective student retention efforts.
- Oversees operational involvement and logistical support for the Advising/Student Success team's participation in *CBS Next!*
- Provides comprehensive academic advising aligned with standards of excellence articulated by the National Academic Advising Association (NACADA) and the Council for the Advancement of Standards in Higher Education (CAS).
- Implements team plans for student retention and engagement programs and activities.
- Ensures the web presence for Advising and Student Success is kept current and engages students.
- Represents the office of Advising and Student Success at CBS recruitment events when possible.
- Ensures compliance with the Family Educational Rights and Privacy Act (FERPA) as it relates to assigned areas of responsibility.

Duties/Responsibilities:

- Develops a systemic, well-documented, and carefully tracked approach to identify and support at-risk students requiring assistance beyond academic advising to persist and graduate.
- Liaisons with the Registrar and other CBS staff to develop and run reports that inform and allow evaluation of student support efforts through the office of Advising and Student Success.
- Assists the director to implement an at-risk student referral system for use across CBS campuses and represents Advising and Student Success in the related case management group.
- Partners with the Advising Coordinator to engage faculty collaboration that early-identifies “at-risk” students while time remains to help students complete their course(s).
- Coordinates the systematic provision of student GPA reports and contacts at-risk students to connect them with tutoring, library, or other assistance to support their success at CBS.
- Explores data to learn why some CBS students do not persist and makes data-informed revisions to interventions that continually improve student retention and completion rates.
- Contacts students who are absent from class or inactive in online classes to identify why and collaborates with Academic Advisors to resolve issues that may hinder students’ class engagement and completion.
- Reconnects inactive students to CBS and assigns appropriate staff to provide academic advising.
- Tracks estimated graduation dates for all active students in partnership with the Registrar, manages an ongoing process to identify remaining needed courses for students graduating soon, and communicates this information to the CBS Provost to inform the following semester’s course scheduling.
- Assists with designing and maintaining the accuracy of Academic Degree Plans used to audit students’ degree progress.
- Develops a positive relationship with each assigned advisee that supports student autonomy, competence, and relatedness, as these variables predict levels of academic motivation, GPA, and students’ sense of belonging at CBS.
- Acquires and maintains current knowledge of CBS academic programs, policies, and procedures that facilitate accurate advising.
- Engages students through multiple communication modalities (e.g., face to face, phone, email, and/or virtual platforms).
- Assists students in the selection of an academic program aligned with each assigned student’s career and ministry goals.
- Assists students in the development of academic schedules appropriate to reach stated educational goals and assists the Office of the Registrar with its function of registering students.
- Tracks students’ academic progress toward degree completion by auditing academic records relative to degree program requirements, advising students of their status, and counseling them regarding completion of remaining courses required for the degree, and in terms of grades earned in completed courses.
- Connects students with CBS resources that support, for example, college financing and payments, career and academic major choices, spiritual formation, academic success (e.g., tutoring), and preparation for post-graduation goals.
- Advocates for students by identifying and escalating priority issues to the appropriate person(s).
- Guides students in decision-making and in learning how to accept responsibility for their decisions.
- Documents the advising process by maintaining electronic advising notes for all assigned advisees while accessing and updating data in the student information system(s) to advise students appropriately.

- Participates in creating a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
- Maintains competency and professional currency through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses as required by the Director.
- Enhances contributions of the Advising and Student Success team to support desired CBS outcomes by performing all other duties and responsibilities as assigned.

Qualifications:

Minimum Requirements:

- Bachelor's degree from an accredited postsecondary institution and 3 years of professional postsecondary experience that includes program and staff management and student support (e.g., academic advising, student success and retention programming).
- Bilingual (speak, read, and write) in English and Spanish.
- Demonstrates the ability to learn and accurately apply CBS Academic Catalog content.
- Models God-honoring behavior and treatment of others.
- Be a committed Christian and in good standing with a local church.
- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

Preferred Qualifications:

- Master's degree and 4 years of postsecondary staff management and student support experience at a faith-based (ideally ABHE-accredited) institution, including academic advising, student success and retention programming, and support for nontraditional students and students who face demographically related challenges to academic success.
- Demonstrates the ability to inspire, respect, trust, coach, and motivate others to perform well.
- Demonstrates confidence in self and others.
- Knowledge and experience in missions and urban ministry work.
- Teaching experience within a faith-based (ideally ABHE-accredited) postsecondary setting.
- Demonstrates experience with planning events for academic institutions.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Knowledge of FERPA and other applicable laws.
- Excellent relational, coaching, and communication skills.
- Demonstrates spiritual, personal, and professional maturity.
- 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, adaptable, and a team player.
- 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.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- Provides regulatory or compliance information as needed.
- Participates in quarterly and yearly assessment activities as required.
- Prepares annual, quarterly, monthly, and/or weekly reports for internal and external constituents including reporting of goal process and outcomes.
- All measurements of expectation and performance will be designed, documented, and implemented as deemed appropriate to this position.

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, telephone, and virtual meetings.
- Employee may be required to lift and/or move up to 10 pounds.

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

- Typical academic office environment
- Ability to work flexible hours, including periodic evening/weekend schedule.

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.