



## **DIRECTOR OF ACADEMIC SUPPORT ACADEMIC AFFAIRS**

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**REPORT TO:** Provost and Senior Vice President  
**E CLASS:** FT 12 Month  
**FLSA:** Exempt

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**PURPOSE:** Responsible for developing, implementing, and administering student support services for Miles College students. Maximizes student retention and enrichment by improving the quality of student support services.

### **PREFERRED QUALIFICATIONS:**

The Director of Academic Support reports directly to the Senior Vice President of Academic Affairs and serves on the Academic and Career Enhancement (ACE) team. This position is responsible for the research, formation, implementation, administration, and ongoing assessment of student services for increased retention and acceleration.

### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Responsible for the research, development, and assessment of student success strategies and activities.
- Strategically monitor and provide regular reporting of student persistence and retention rates.
- Assure collaboration among the student success and retention administrators and personnel.
- Coordinate auxiliary services to ensure the total coverage of needed student services.
- Direct the facilitation of services to students by developing and maintaining effective communication with all relevant divisions and programs.
- Maintain close collaboration with Student Financial Services to ensure accurate advising of financial matters for students.
- Maintain knowledge of federal and state legislation, rules, and regulations, as well as college.
- Create and monitor systems to identify unique student needs and work with students to implement success strategies for program completion. Assist students in accessing internal and external resources and collaborate with other college divisions to implement teaching, learning and support strategies.
- Represent and advocate on behalf of students throughout the college community.
- Develop and maintain positive working relationships with faculty and staff and actively seek solutions for student-focused issues.
- Prepare and present workshops on a variety of student success related topics as needed.
- Pursue external funding opportunities to enhance services.
- Teach two/three classes per term, including summer.
- Serves and contributes to the enrollment management committees.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge: This position requires a broad knowledge of college level services, including financial aid, registration, retention best practices and an understanding of current national issues in higher education including the value of and barriers to a college education.
- Skills: This position requires well-developed communication and organizational skills and the interpersonal relationship skills appropriate to regular and intensive interaction with diverse audiences, populations and individuals.
- Abilities: The ability to interact and work effectively and harmoniously with college staff, faculty, and students as well as with diverse off-campus communities is essential.

## **WORK ENVIRONMENT:**

- Ability to exercise professional judgment relating to unusual circumstances.
- Ability to work independently as well as collaboratively within a team and assume responsibility for problem-solving.
- A strong commitment to excellence.
- Passionate about giving quality service to the campus community.
- A goal-oriented individual, who is self-motivated, diligent, and solution-oriented rather than problem-centered.
- Demonstrated ability to prioritize and manage multiple tasks and the ability to wait for appropriate timing.
- Practices attentive and active listening, has the patience to hear people out, and can accurately restate the opinions of others even when he/she disagrees.
- Strong written and oral communication skills.
- Personally committed to continuous self-improvement, understanding that different situations call for different skills and approaches, and working to deploy strengths a offset weaknesses or limits.
- Proficient in Windows, Word, Excel, PowerPoint, and other common software packages; Google Apps for Education, Ellucian/Colleague, Bear's Den, Grades First, and other relevant knowledge preferred.
- Understanding of and commitment to the mission of the college.
- Maintains confidentiality.

**TRAVEL: Some travel may be required for professional development, collaboration with other institutions and programs, academic and practitioner conferences, and other travel as assigned by the College.**

*\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

## **SPECIAL INSTRUCTIONS TO APPLICANTS:**

A criminal background check will be conducted. *No phone calls will be accepted.* **Interested applicants should submit a resume, cover letter, and application to [hr@miles.edu](mailto:hr@miles.edu). Must be legally authorized to work in the United States without need for employer sponsorship, now or at any time in the future.** Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point

the applicant will be contacted for an interview.

### **NOTICE OF NON-DISCRIMINATION**

Miles College is an equal-opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other bases prohibited by law. Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd Fairfield, AL 35064, 205-929-1440, [titleix@miles.edu](mailto:titleix@miles.edu). For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [Click here](#).

### **TITLE IX / STATEMENT OF NONDISCRIMINATION**

As set forth in this Policy, MILES COLLEGE prohibits discrimination on the basis of sex in its programs and activities. As defined by Title IX, discrimination on the basis of sex includes discrimination on the basis of sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, and gender identity.

MILES COLLEGE does not discriminate in its admissions practices, except as permitted by law, in its employment practices, or in its educational programs or activities on the basis of sex. MILES COLLEGE also prohibits retaliation against any person opposing sex discrimination or participating in any sex discrimination investigation or complaint process, whether internal or external to MILES COLLEGE. Sex-based harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination that are prohibited under Title IX and by the college's [Title IX Policy](#).