



**DATE ISSUED:** 08/18  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Assistant Director, Academic Support

### **JOB SUMMARY**

Performs responsible planning, directing and executing academic support services and programs within the College of Business. This position is responsible for implementing program related activities, and scheduling courses for the undergraduate and graduate programs for Business and the Dallas and Houston programs as appropriate. In addition, this position is responsible for the advising of students on TWU and the COB programs and services. Serves as a resource for the COB regarding academic advising. Designs, plans and executes new advising policies and procedures as needed. Work is performed under minimal supervision and performance evaluation is based upon completion of assignments and attainment of organizational goals. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* College of Business Associate Dean

*Supervises:* Graduate Assistants and Student Assistants as directed

### **ESSENTIAL DUTIES - May include, but not limited to the following:**

- Assists with, or designs schedule of classes.
- Assures the timely and accurate preparation and processing of student academic records.
- Coordinates and maintains academic program communication materials.
- Ensures proper data collection, and report preparation for all academic program requirements.
- Advises students on academic plans and goals.
- Participates in New Student Orientations, Campus Visit Programs, Open House Programs, Freshman Forums and other recruitment/retention activities.
- Provides support to the THEA Compliance Officer of the University.
- Tracks and monitors all students with THEA deficiencies.

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- Interprets THEA regulations/ requirements for students, staff and faculty at TWU.
- Leads the College's Student Success initiatives and serves as the liaison to the University-wide Student Success initiatives.
- Develops action plans in cooperation with the Registrar's Office for students on probation/suspension.
- Attends advising workshops at or away from TWU.
- Attends meetings/workshops/training to keep abreast of university and function changes.

### **ADDITIONAL DUTIES**

- Participates in/presents training workshops for faculty advisors
- Supports academic units by offering private tutoring for at-risk students.
- Serves on campus committees and task forces as assigned.
- Collects and maintains all data necessary to support scheduling of classes.
- Performs other duties as requested.

### **EDUCATION**

Master's degree required.

### **EXPERIENCE**

Four years' experience in recruitment, marketing or a related area. Prior supervisory experience.

### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Knowledge of department management.
- Working knowledge of accreditation process and ability to respond to accreditation body.
- Knowledge of complex course scheduling, including ability to create and manage.
- Knowledge of Program Administration, practices, methods and Online Program standards.
- Ability to organize and multi-task.
- Ability to plan, direct, and evaluate operations and procedures.
- Ability to communicate effectively both orally and in writing.

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- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to plan and allocate work load accordingly.
- Ability to provide ongoing training and supervision as needed for the Academic Programs.
- Ability to work under pressure and handle multiple projects simultaneously.
- Ability to work occasional evenings and weekends.
- Ability to use a personal computer and other office equipment, including university software and email.

### ***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

### ***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

### ***SAFETY***

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***