



DATE ISSUED: 09/17
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Coordinator, Student Withdrawals & Support

JOB SUMMARY

Manages the TWU Withdrawal program and assists the Associate Vice President of Student Enrichment, Health and Support in providing basic levels of behavioral intervention and support to students who are referred to or who seek assistance from Student Life. Work is performed under minimal supervision within established policies and procedures with considerable independence and performance is based on completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with University policies and procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President of Student Enrichment, Health, and Support

Supervises: May supervisor Student Assistants

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

- Manages TWU withdrawal program including tracking, reporting and education.
- Coordinates communication between the withdrawing student, TWU and relevant parties including Registrar, Financial Aid, and colleges and schools.
- Coordinates and Chairs withdrawal appeals process and committee.
- Co-chairs Students of Concern committee and assists AVP with management of those cases.
- Participates in Behavioral Assessment Team and assists AVP with management of those cases.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Master's preferred.

EXPERIENCE

Two years prior 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:

- Ability to navigate the withdrawal process in a university setting.
- Familiarity with various aspects of university withdrawal process.
- Knowledge of various departments across the university and how to navigate them.
- Knowledge of university resources to support students in crisis.
- Knowledge of issues and challenges facing college students.
- Ability to work effectively with students in crisis.
- Ability to establish partnerships and coordinate processes with departments across the university.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to pay strict attention to detail and be deadline-oriented.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to work with various colleges and schools with reporting.
- Ability to communicate effectively - orally, by phone, in person, and in writing.
- Ability to respond to emergency situations in a timely manner.
- Ability to use office equipment and personal computer 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.

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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.

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.

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