



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 02/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Student Support Office

JOB SUMMARY

Performs responsible and complex duties associated with Academic Advising, preparation of students for teacher certification and certification in related fields, and recommendation of students for certification. Responsibilities include planning, coordinating, and directing. Serves as administrative contact between the College of Professional Education and the State Board for Educator Certification (SBEC) and the Texas Education Agency (TEA). Work is performed under minimal supervision with a broad latitude for initiative and independent judgment and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Dean, College of Professional Education

Supervises: Academic Certification Analysts, TExES PREP Center staff and clerical staff in Student Support Office

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

- Coordinates work of Academic Certification Analysts and Academic Advisors.
- Maintains data relating to student advising and preparation for certification.
- Oversees and coordinates the work of the TExES PREP Center.
- Maintains written and electronic information regarding College services and resources.
- Supervises and assists in the preparation of required state and federal reports for educator preparation.
- Communicates educator preparation requirements, policies, and changes to students and faculty.
- Works with faculty to develop and modify, as needed, degree plans for educator preparation programs.

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- Works with university offices and academic programs outside of the College in regarding to educator preparation issues such as degree plan development and TExES exam results.
- Participates in student recruiting and orientation; supports student retention efforts.
- Coordinates academic advising for all educator preparation programs in concert with departmental chairs and faculty.
- Establishes job standards for subordinate staff and effectively evaluates staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.
- Implements university's certification policies and supervises recommendation of undergraduates/graduates completing degree and certification programs.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge in accordance to University policy. The performance evaluation is conducted through the performance evaluation system and in accordance with University Policies and Procedures.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree required; Master's degree preferred.

EXPERIENCE

At least three years in higher education or student-related work experience; prior experience with academic advising or counseling at the college level. Teacher Certification and/or experience in public schools are desirable but not required.

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 plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.

- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- 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 communicate effectively -orally, by phone, in person, and in writing.
- Ability to use a personal computer and other office equipment, including university related 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: _____

Printed Employee 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.