



DATE ISSUED: 05/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Assistant Director, Veteran and Non-Traditional Student Services

JOB SUMMARY

Provides a variety of services designed to enhance veteran and non-traditional students' knowledge, understanding, and skills essential for academic success, personal development, and the exercise of leadership. Plans and supervises programs related to student organizations and student governance groups that create an environment in which veterans and non-traditional students are offered distinct leadership opportunities. Performs work in the development, management, coordination, implementation, and supervision of Student Life programs relating to non-traditional students. This position coordinates communication efforts and systems, and is responsible for needs analysis, program and service evaluations, and logistical coordination. Work is performed under minimal supervision 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: Executive Director, Campus Alliance & Resource Education

Supervises: Student Assistants

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

- Promotes and delivers existing Student Life services, activities, organizations, and volunteer opportunities to veterans and other non-traditional students through the effective use of web sites, chat, multimedia, online communities, email lists, publications, Learning Management Systems and face to face meetings.
- Assists in the development of new student life services and activities as needed for non-traditional students that will connect them to the TWU campuses.
- Conducts research through the use of surveys and literature reviews in order to be aware of students' needs as well as the latest trends regarding student services.

- Advises Student Life about program development, implementation, and evaluation that impacts the non-traditional population.
- Stays up to date on emerging technology and student issues which may be of use in supporting non-traditional students.
- Assists in maintenance of the website.
- Advises the TWU chapter of the Student Veterans Association.
- Represents TWU at community veteran events and serves on the Denton Veterans Day planning committee.
- Provides training for student staff.
- Trains students and staff on the needs and best practices for serving non-traditional students.
- Coordinates student involvement and leadership development opportunities.
- Evaluates current programs and develops new programs when appropriate.
- Coordinates leadership development with other departments and universities.
- Counsels students for various leadership, personal, and school related matters.
- Serves on various university committees.
- Attends regional and national conferences pertaining to leadership, student services, and veterans, service members and other non-traditional students.
- Assists with managing department budgets.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Master's degree in higher education, student development, counseling, communications, or related field.

EXPERIENCE

Three years of related work experience program planning and advising students and student groups. Additional job-related experience, particularly in the area of student services for veteran, service member and non-traditional students is desired.

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 and 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 respond to emergency situations in a timely manner.
- Ability to create web pages, use various multimedia tools and effectively use digital and social media to communicate available services to veterans and non-traditional students is preferred.
- Ability to use a personal computer and other office equipment, including related 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.

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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.

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