JOB DESCRIPTION

TITLE

Associate Director, CARE and Distance Student Services

JOB SUMMARY

The Associate Director is responsible for implementing the vision of an inclusive and accessible student community through the development, enhancement, and coordination of programs and services available to off-campus and online students. Serves as a part of the departmental leadership team in strategic planning, assessment budget development and student staff development. Performs duties that encompass independent, responsible, and financial processes that contribute to the operation of the CARE Office. Work is performed under minimal supervision and performance is based upon completion of assignments and results obtained. 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 for Resource Education

Supervises: May supervise Graduate Assistants, Student Assistants and Interns

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

- Aids in the development of programs designed to expand accessible student leadership opportunities such as workshops, virtual events and special programs to online and off-campus learners.
- Provides wrap around services for special populations which include financial education and programming.
- Advises Student Life about program development, implementation, and evaluation that affects the off-campus and online student population.
- Assists in the development of new student life services and activities as needed for distance learners that will connect them to the TWU campuses.
- Promotes and delivers existing Student Life services, activities, organizations, and volunteer opportunities to distance learners through the effective use of web sites, chat,
multimedia, online communities, email lists, publications, Learning Management Systems.
• Remains current on emerging technology that may be used in supporting online students, and students in financial crisis.
• Serves as Student Life liaison to university wide efforts regarding financial wellness.
• Counsels students for various personal, financial crisis and school related matters.
• Interacts with students experiencing challenges and provides empathic emotional education support.
• Consults with faculty and staff concerning student needs.
• Acts as a liaison between student and community resources as needed.
• Creates, prepares, presents and/or collaborates on a variety of programming such as Pioneer Camp Online, Commuter Appreciation Lunch, Apartment Fair, Financial Wellness, and Holiday Gift Program.
• Administers the activities of Epsilon Omega Epsilon Online Student Honor Society and Alpha Sigma Lambda National Non-Traditional Student Honor Society as the Chapter Advisor.
• Serves as primary liaison with the nonprofit scholarship organization: Empowering Women as Leaders (EWL).
• Coordinates EWL annual scholarship program.
• Creates effective marketing strategies/materials to increase participation in CARE events.
• Assists with managing department budgets.
• Provides training for student staff with emphasis on increasing confidence with technology and deepening leadership.
• Serves on various division and university committees and represents the Division of Student Life at University events as needed.
• Cultivates and maintains collaborative partnerships across campus and in the community.
• Acts as lead office contact in Executive Director’s absence.
• Resolves issues as required or brings to the attention of the Executive Director as needed.
• Attends regional and national conferences pertaining to leadership, student services, and distance education.

ADDITIONAL DUTIES
• Performs other duties as requested.

EDUCATION

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

Four years of progressively responsible experience in student development or related field.

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 work during recurring peak periods of work, irregular hours and short deadlines with limited staffing.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to work with a diverse population.
- Ability to handle multiple projects.
- Ability to communicate effectively – orally, by phone, in person, and in writing.
- Ability to conduct presentations as part of marketing and/or staff training efforts.
- Ability to determine student satisfaction with programs and other services offered.
- Ability to respond to emergency situations in a timely manner.
- Ability to use various multimedia tools and effectively use digital and social media to communicate available services to distance learners.
- 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. Ability to work during recurring peak periods of work, irregular hours and short deadlines with limited staffing.

**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: ____________

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.