MINNESOTA STATE COLLEGES AND UNIVERSITIES
Rochester Community and Technical College

Employee Name:                  Position Control Number: 00798322
Department/Division: Advising and Counseling / Student Affairs and Enrollment Management
Classification Title: MnSCU Academic Supervisor 3
Prepared By: Michael D. Anthony
Working Title: Director of Advising and Student Success

☐ Non-Exempt
☒ Exempt: ☐ Executive ☒ Professional ☐ Administrative
☒ Unlimited ☐ Seasonal ☐ Temporary ☐ Limited

If Exempt, attach required documentation
If seasonal, list months during the season worked

☒ Full-time ☐ Part-time ☐ Intermittent
Percent if not full-time _____ %

Date Prepared:

This position description accurately reflects my current job.
This position description reflects the employee’s current job.

Employee Signature  Date  Supervisor Signature  Date

POSITION PURPOSE (why position exists; how it helps accomplish mission of the department/division)

The Director of Advising and Student Success position will provide leadership in the development, implementation, and coordination of an integrated retention plan and student success initiatives. The Director reports to the Vice President of Student Affairs and Enrollment Management and through engagement with the campus community will develop, implement, and coordinate retention-based outreach and student success initiatives to a diverse student population, specifically first generation, low income, historically underrepresented, international, and veteran students.

The Director provides retention data analysis for key decision makers as well as maintains ongoing continuous improvement of the college advising and counseling departments and overall student success. Specific responsibilities include, but are not limited to: retention strategies, tracking retention programming, assessing success, retention policy recommendations, managing the early alert system, identifying at-risk students and providing outreach services to them.

RESPONSIBILITIES AND RESULTS

1. Lead, supervise, and direct department personnel including but not limited to hiring, coaching, and developing, promoting, assigning and reviewing work, directing work, disciplining, suspending, discharging, and adjusting grievances to ensure that staff are skilled and available as needed, collective bargaining agreements and Minnesota State policies and procedures are implemented and appropriately enforced, and projects are staffed correctly to meet deadlines and stay within budget.

Priority: Essential  Percent of Time: 40%

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2. Provide leadership and project management for the operations of the Advising and Counseling Center which includes career and transfer planning, early alert, and the emergency grants management to ensure efficient and effective services, operations and compliance with RCTC and Minnesota State policies and procedures, and college and division strategic goals. Develop and enhance outreach services to students. Oversee all early alert efforts and coordinate interventions to enhance students’ abilities to persist and succeed academically.

    Priority: Essential    Percent of Time: 25%

3. Lead and provide oversight of the coordination of proactive support service areas (Academic Advising and Counseling) aimed to enhance student success and engagement.
   a. Implement strategies to positively impact key metrics e.g. graduation rates, student satisfaction, retention goals, etc.
   b. Collaborate with other departments to discuss plan initiatives and collaborate efforts necessary to ensure success.
   c. Develop and disseminate reports about actions taken, result of actions, and decisions concerning continuation or discontinuation of action items.

    Priority: Secondary    Percent of Time: 20%

4. Represent the department and the college in various meetings and commitments
   a. Represent RCTC at Minnesota State meetings and task forces related to position responsibilities.
   b. Serve on RCTC committees such as IQC, SEMC, search committees, task forces, etc.
   c. Member of the President’s Management Team and Student Affairs Cabinet.

    Priority: Secondary    Percent of Time: 10%

5. Perform other duties as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

    Priority: Secondary    Percent of Time: 5%

Priority: Essential=if responsibility is reason job exists, is a highly specialized task or one that requires special education or training licensure, requires a great % of time, has a high level of accountability (consequences are considerable to others or the institution if failure to perform), the responsibility is essential; Secondary=if not essential, then responsibility is secondary; Discretion (optional): A-Employee investigates situations, makes decisions, takes appropriate action reports by exception and through normal review processes; B=...reports to supervisor immediately after action is taken; C=...makes decisions with supervisor....reports to supervisor immediately after action is taken; D=Employee discusses situations with supervisor before investigation, makes decisions with supervisor, takes appropriate action, and reports to supervisor immediately after action is taken.

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications (expected to have to enter job)

- Master’s degree in Counseling, Higher Education, or a related degree
- Three or more years of relevant academic advising experience in higher education including the use of early alert systems/tools.
- Three or more years of supervisory experience (e.g. hiring, decision making, professional development planning, discipline, budget oversight).
- Demonstrated understanding and knowledge of current evidence based best practices related to Minnesota State Colleges and Universities is an EO/AA/Vet/Disability employer/educator committed to the principles of diversity.

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retention (experience preferred)

- Demonstrated experience gathering data and analyzing trends
- Demonstrated experience in planning and budget management
- Demonstrated experience in program assessment and assessment of student learning outcomes.
- Demonstrated experience working with underrepresented students and cultural competence.

**Preferred Qualifications** *(desired but not expected to have to enter job)*

- Excellent computer skills and proficiency (especially database development and management)
- Experience within Minnesota State.
- Experience working with collective bargaining agreements.
- Experience evaluating policies and procedures in order to implement and effect change.
- Demonstrated effort to improve cultural competence and actively takes steps to include diversity training in professional development.
- Working knowledge of ISRS, Hobsons, ImageNow, DARS, CMS Systems.

**This Position Reports to** *(provide class title, not person’s name):*

Vice President of Student Affairs and Enrollment Management

**Supervises** *(classification title; FTE; # in position; note if providing work direction only)*

Direct Supervision:
- MnSCU Academic Supervisor 1: 1.0 FTE
- MnSCU Academic Professional 3: 2.0 FTE
- MnSCU Academic Professional 2: 1.0 FTE
- MnSCU Academic Professional 1: 6.2 FTE
- Student Services Asst. Sr. 1.0 FTE
- Counselors: 2.0 FTE

**Internal and External Clientele and Purpose of Contact** *(the most significant job related contacts)*

Students, parents, faculty, staff, administrators, high school and higher education colleagues and partners, and community members.

**PROBLEM SOLVING** *(most difficult types of problems to resolve and consequence of error/non-resolution)*

This position provides immediate problem solving assistance daily to students and staff. This is a critical part of the position and problems may range from minor to major in scope. An example of a problem to solve includes the redesign of advising, early alert, and other retention initiatives each semester to meet the changing needs of our student population. Matters which may result in a major violation of policies or which need additional interpretation should be referred to the Vice President of Student Affairs and Enrollment Management for consultation.

**FREEDOM TO ACT**

**Budget** *(authority and/or type of impact on budget, i.e., signatory, manage, monitor, recommend)*

~$2,000,000 including grants, personnel and non-personnel.

The incumbent will be accountable for creating and tracking/managing the entire budget including signatory

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authority, transfers between cost centers, and submission of budget requests during annual budget cycles.

**Decision(s) Position Makes and Decision(s) Referred to Higher Authority**

This position reports to the Vice President of Student Affairs and Enrollment Management and works closely with other faculty, academic Deans, and other offices providing student services to provide a seamless educational experience for new and current students. It requires excellent and effective communication skills (written and oral, formal and informal) on a daily basis. It requires the ability to work with students, staff, faculty, administrators, and community in a cooperative and effective manner. A close and cordial working relationship with offices, staff, faculty and administration is essential. The incumbent works as a member of a team and must have excellent interpersonal skills. This position must possess experience and expertise in working with diverse groups of people. This position works on multiple projects and requires autonomy and independent judgment to complete the duties. For example, the incumbent will make decisions about which technology to use for advising/counseling, and disability services; whether or not the College does or does not pursue a particular retention strategy; and will make decisions about the workflow and layout of multiple student success areas, including Disability Support Services, TRIO, and Advising and Counseling.

Major policies of the Advising and Counseling Office are governed by RCTC policies and procedures and Minnesota State policies and procedures. This position has the freedom to act independently within established college regulations and guidelines to accomplish assignments and objectives. This position makes exceptions and uses discretion in major areas of responsibility. This position consults with the Vice President of Student Affairs and Enrollment Management in matters which deviate from or change a major policy or procedure.

All employees must comply with department and institution procedures and policies, Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

*This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.*

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