



## Administrator Position Description

<b>Human Resource Office Use Only</b>			
<b>Approved Job Family</b>		<b>Effective Date</b>	
<b>Overtime Eligible</b> YES  NO		<b>FLSA Test Date</b> 6/18/2013	
<b>Employee</b>		<b>Supervisor</b> Erin Foley	
<b>Department</b> Student Affairs	<b>Working Title</b> Director of Student Services-Wilsonville	<b>HRIS Position Number</b>	<b>Supervisor Title</b> VP Student Affairs
<b>Complete contract dates only if other than a 12 month position</b>			
<b>Annual Contract Begin Date</b>		<b>Annual Contract End Date</b>	

### A. POSITION SUMMARY

**Briefly describe the role of the position within the department and college.**

The Director of Student Services is responsible for oversight and coordination of all student services provided to students at the Oregon Tech Wilsonville campus. This position will supervise student services staff located in Wilsonville (except Admissions staff) and coordinate with other staff members in Klamath Falls. Responsibilities also include direct student contact (individual or group meetings) in order to address student needs. This position reports to the Associate Provost (VP for Wilsonville) and to the Vice President for Student Affairs (Klamath Falls). The Director of Student Services - Wilsonville should be able to lead student services staff and individually contribute in one or more areas of student services including enrollment services (e.g., diversity/equity, retention, financial aid), student success services (e.g., tutoring, career services, counseling, mentoring), and campus life (e.g., student government, recreation, student clubs, campus culture).

### B. REQUIRED DEGREES, LICENSES, CERTIFICATES, CREDENTIALS

**1. Minimum education level required and the number of years of relevant experience required for the duties of this position.**

- Bachelor's degree and 5 years relevant experience (including 2 years supervising full-time staff and/or students)
- Experience with computer software programs, including databases
- Experience in one or more areas of student services on college campuses

**2. List any licenses, certificates, degrees or credentials required by Federal or State Law or college requirements to perform the duties assigned to this position.**

### C. SUPERVISORY RESPONSIBILITY

Positions Supervised	Direct Supervision		Indirect Supervision	
	Number of Employees	FTE	Number of Employees	FTE
1.Faculty				

2. Classified Staff				
3. Unclassified Staff	1	1		
4. Students / Others	5-15	1.25-3.5		

**Coordinating Responsibility**

Possibility of coordinating outside work for student activities (speakers, entertainment, etc.).

**D. ORGANIZATIONAL RELATIONSHIPS**

**1. Degree of Direction Received: (e.g., close supervision, moderately high level of supervision, moderate supervision, minimal supervision)**

Minimal daily supervision; must be able to work on own.

**2. Decision-making Authority: Extent of authority for making decisions, recommendations, and commitments that would obligate**

**a) own time and resources**

Sets own work priorities and has authority to make decisions regarding projects, personnel, process/procedures.

**b) departmental resources**

High degree of autonomy to make decisions based on programmatic needs and functions with respect to dedicating departmental resources; consult with VP for Student Affairs in matters that are highly political or controversial.

**c) institutional resources**

Recommends use of institutional resources.

**What kinds of decisions will the incumbent be expected to make?**

The incumbent will be expected to make decisions regarding provision of appropriate services to students. This position exercises independent judgment in an area(s) of experience including enrollment services (e.g., financial aid, retention, developmental advising), student success services (e.g., tutoring, career services, placement, counseling), and campus life (e.g., student government, student clubs, diversity/equity) and provides referrals to community resources and other departments. The incumbent will work in a collaborative manner with various departments, faculty and staff and will need to make decisions about how to collaborate and communicate effectively to meet student needs. The incumbent will also need to make decisions regarding prioritization and work flow management. Personnel decisions include responsibility for making recommendations regarding hiring, leave approvals, employee evaluations, discipline, ongoing training and mentoring of full-time staff members and student employees.

**3. Budget Authority: Indicate the level of responsibility of the incumbent for development, direction and control of budget. Indicate size of budget.**

	Delegated authority to develop and monitor*	\$
	Develops, monitors* and controls*	\$
	Limited approval authority for purchase	\$
	Purchase only with higher level OK	\$

\*To monitor means to review and approve expenses. Control means to authorize budget transfers at department level.

**E. PURPOSE AND NATURE OF WORK RELATIONSHIPS**

<b>PERSON(S)/POSITION/ AGENCY</b> (e.g., student, staff, faculty, general public, Chancellor's Office)	<b>PURPOSE</b> (e.g., giving or securing information, explaining policies or operations, solving problems, etc.)	<b>HOW OFTEN</b>
Students	Provide and secure information to assist students with tutoring, placement, proctoring, career exploration and planning, retention, peer support, disability services, financial aid, campus life, diversity/equity, student government and clubs, admissions, or any other student services. Provide conflict and problem resolution.	Daily
Faculty	Provide information about services and process/procedures. Collaborate and network regarding a variety of initiatives, issues, activities and events to involve faculty in the development of an inclusive and respectful campus environment for all students.	Daily
Staff/Faculty	Give information, explain policies and procedures, provide advising and problem-solving related to academics, co-curricular and campus activities. Promote Student Services and equity and diversity to the campus community, assist with events and activities that help students be aware of and gain access to services. Provides educational programs related to student success. Facilitate collaboration/coordination between Wilsonville and Klamath Falls student services staff.	Daily
General Public	Give information regarding services and requirements for participation in specific programs/services, promote Oregon Tech and community/volunteer partnerships.	As Needed

## F. JOB FUNCTIONS

<b>REFERENCE ID</b>	<b>JOB FUNCTIONS</b>	<b>FREQUENCY</b>	<b>ANNUAL PERCENT OF TIME</b>
1	<p>Provide services directly to students within area(s) of expertise. Explain policies and procedures. Assist with academic issues, accommodation needs for students with disabilities, co-curricular activities, advising/problem-solving, and making referrals to campus and outside resources.</p> <p>Supervise student services staff (classified and unclassified) which includes: hiring, training, assigning work, approving leave, coordinating services with others (faculty and departments in Klamath Falls), disciplining/terminating as necessary.</p> <p>Provide personnel responsibilities that include recommendations for hiring, leave approvals, employee evaluations, discipline, regular training and mentoring of full-time staff, and coordinating or supervising student employees.</p>	Daily	50

2	Assist student leaders in understanding policies and procedures, with problem solving, and with leadership skill development. Mentor ASOIT student leaders: provide guidance with budget development, program planning, and communication between Wilsonville and Klamath Falls.	Daily	20
3	Maintain appropriate records for each student served, ensuring confidentiality and compliance with program guidelines and relevant statutes and regulations. Document all non-mental health student contacts in the database. Maintain records for classes/workshops/seminars provided including syllabi, agendas or course outlines, participant numbers and participant evaluations. Record employer contacts and outcomes.	Daily/weekly	10
4	Student engagement activities: Work with student groups and faculty to design and implement events which promote student engagement with Oregon Tech, to enhance faculty relationships, and to assist students in 1) choosing career paths, 2) academic success, and/or 3) financial issues/literacy. Events may include: new student orientation, grad fair, commencement, workshops, health promotion activities, student government activities, service learning or other activities that promote the mission and values of Oregon Tech in the community. Attend meetings with student groups/clubs; serve as an advisor to student officers.	Weekly	5
5	Function as liaison with Klamath Falls based student services departments (Admissions, Financial Aid, Career Services, Disability Services, Registrar, Campus Life, Student Health, etc.) to assure students have access to the information and services they need to be successful. This includes: providing support for students with disabilities in conjunction with the Director of Disability Services by facilitating the implementation of approved accommodations, including the proctoring of exams; provide support and guidance to student leaders in conjunction with the Director of Campus Life.	Daily	5
6	Assist with program development and planning to provide additional student services in Wilsonville. Develop an overall student services plan for Wilsonville, in consultation with supervisors and in collaboration with the Wilsonville Equity Committee, that demonstrates a phased approach to providing a comprehensive set of student services (directly or through referral) to meet the needs of a diverse student body. The plan may include existing services (e.g., tutoring), improvements in services (e.g., financial aid), and/or potential new services (e.g., diversity center, mentoring or peer support system, service learning).	Daily	10

## G. SKILLS KNOWLEDGE AND ABILITIES

Describe the skills, knowledge, and abilities which are essential for successful performance of this position. List them in descending order of importance.

Next, indicate the function(s) for which each skill, knowledge and ability is required.

JOB FUNCTION REFERENCE	SKILLS, KNOWLEDGE AND ABILITIES
1-6	Communication and interpersonal skills: must have the ability to develop rapport with students to accurately assess their needs; to communicate efficiently and effectively with students, co-workers, employers, community members, and peers; be able to listen, empathize, and problem solve. The incumbent must have the ability to work with a diverse population of students, including students from varying ethnic and economic backgrounds and an understanding of the challenges faced by students with disabilities. Incumbent must conduct self in professional manner, be self- motivated and accountable for meeting deadlines.
1-6	Work skills related to culturally and academically diverse environments with people of all age groups and educational levels; ethical and professional behavior related to work environment; demonstrating commitment to diversity on campus and promoting open communication that depends on understanding students as learners with individual needs and identities.
1-6	Knowledge Base: Must acquire a thorough knowledge of Oregon Tech's policies regarding registration, add/drop, grades, financial aid. Must have thorough knowledge of campus policies regarding student's rights and responsibilities. Must have knowledge of campus services and persons to contact in order to make appropriate referrals.
1-6	Computer Skills: ability to create and edit documents in Word; ability to create and edit an excel spreadsheet; ability to navigate and perform data entry in Blumen or similar database. Knowledgeable of Oregon Tech's Web for Faculty, familiarity with Banner or other similar student information system.
1-6	Strong organizational skills, including time management and ability to multitask and prioritize work. The ability to speak before groups in a variety of settings.
1-6	Knowledge of community referral options.

## H. PHYSICAL CHARACTERISTICS/WORK ENVIRONMENT

Only when applicable, please describe the physical characteristics or adverse/hazardous conditions of the essential job functions to be performed.

JOB FUNCTION REFERENCE	PHYSICAL CHARACTERISTICS
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## I. ADDITIONAL JOB-RELATED INFORMATION

Please include information on creativity or innovation required for successful completion of job responsibilities and any other comments that would add to an understanding of this position.

Understanding of the higher education environment, including FERPA and HIPAA regulations. Ability to manage multiple responsibilities, to self-regulate and to prioritize effectively. This position requires strong collaboration and problem solving skills. Ability to build and maintain positive relationships with students is a must. The employee is responsible for working in a safe manner, compliant with safety regulations, maintaining ethical guidelines and professional boundaries. In supervisory capacities, employee will also ensure that staff works in a safe and compliant manner. This position will serve all Oregon Tech programs in the Wilsonville area, so will need to be able to function

successfully with offices/responsibilities in multiple locations and with a schedule requiring some evening and weekend hours as well as set hours at multiple campuses.