Administrator Position Description

Human Resource Office Use Only	
Approved Job Family	**Effective Date**
Overtime Eligible YES **NO**	**FLSA Test Date**

Employee		**Supervisor** Dan Ziriax	
Department Student Success Center	**Working Title** Coordinator of Peer Consulting	**HRIS Position Number** H99282	**Supervisor Title** Director of Student Success Center
Complete contract dates only if other than a 12 month position			
Annual Contract Begin Date		**Annual Contract End Date**	

A. POSITION SUMMARY

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

The Student Success Center (SSC) Mission is to help Oregon Institute of Technology undergraduate students persist and attain their educational goals by means of staff and programming support.

The SSC Vision states the SSC helps students succeed by providing effective academic assistance, support, and resources through promotion of student learning, personal growth, and programs designed to enhance involvement, satisfaction, achievement, retention, persistence, graduation, and postgraduate success.

Under the supervision of the Director, the Peer Consulting (PC) Coordinator is responsible for daily PC operations including: PC Operations, teaching ACAD (Academic Success Courses), Mentorship, Student Leader Supervision, Assistance with Placement evaluation, PC scheduling and other duties associated with PC as well as other duties and committee work as assigned by the Director to accomplish PC, SSC, Student Affairs, or Oregon Tech objectives.

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 (Master's preferred) degree in relevant field and at least two (2) years of experience working with college or community college student affairs departments, student success and/or tutoring initiatives, and/or related areas.

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.

None applicable

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				
4.Students / Others	40	10	20	5.0

Coordinating Responsibility

None applicable

D. ORGANIZATIONAL RELATIONSHIPS

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

Minimal supervision

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

a)own time and resources

This position has the authority to make decisions and commitment that obligate personal time and resources with minimal supervision from the SSC Director.

b)departmental resources

This position has the authority to recommend commitments of SSC departmental resources for approval to the SSC Director.

c)institutional resources

This position does not have the authority to commit institutional resources.

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

The incumbent is responsible for exercising independent judgment in PC daily operations involving tutoring services including modification of services for individual needs, provision of tutoring accommodations for students with disabilities, meeting the tutoring needs of faculty/staff/student/community, communicating and serving faculty/staff/student/community in a clear and consistent manner. The incumbent will problem solve and make decisions on PC programming, data collection and reporting, educational need to know sharing of student information, as well as individual priority of normal tasks for self and supervisees in relation to the PC program and tutoring services.

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*	$
X	Limited approval authority for purchase	$1,000
	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

PERSON(S)/POSITION/ AGENCY (e.g., student, staff, faculty, general public, Chancellor's Office)	**PURPOSE** (e.g., giving or securing information, explaining policies or operations, solving problems, etc.)	**HOW OFTEN**
Students	• Recruit, select, train, supervise, discipline, and promote PC services student workers and Consultants. This may include, but is not limited to answering tutoring questions about policy, procedure, etc, meeting with Consultants quarterly for a brief performance evaluation/reapplication and to discuss next term's schedule, create, assign and publish drop in schedule hours, approve individual appointment hours, lead once-per-term all staff meeting (usually during week 1) to review policies and changes, evaluate Consultants through student peer comments and personal observation.	Weekly
Staff, Faculty	• Outreach to promote and solicit feedback regarding PC program effectiveness, quality of offerings, opportunities for collaboration, event planning, strategic success efforts, and reporting of results; provide classroom presentations on a variety of success topics; support advising efforts and service to students.	Monthly
Staff, Faculty	• Provide leadership and opportunities for development/training for Consultants related to serving and supporting students; collaborate to provide Annual September Institute training for new faculty and staff, Annual Advisor Training for new faculty and staff.	Monthly
Students, Staff, Faculty, Campus, Community	• Serve as a backup for the Testing Services area when needed. This may include proctoring, exam dissemination and collection, ACT administration, explain policies and procedures; answer questions; make appropriate referrals and collaborate with other departments and faculty to address the needs of students, and any other testing service that might be provided.	Daily
Students, Staff, Faculty, Campus, Community	• Provide campus leadership, long term planning, and recommendations regarding student success issues; promote services and resources; maintain records and assist in developing reports to assess program effectiveness for the campus community	Monthly
Students, Staff, Faculty, Campus, Community	• Assist with the coordination of campus wide initiatives such as ACAD, Supplemental Instruction, campus visit days, registration, orientation, etc; includes providing collaboration to provide appropriate resources for Oregon Tech programs.	Weekly
Students	• Coordinate PC initiatives with areas such as FYE, Testing Program, Supplemental Instruction, Learning Communities, First-Year Class Visit Program, etc. to aid in the transition, success and support of students. • Assist with New Student Registration to orient, register, and provide information to new students; manage and deliver appropriate student information to facilitate the registration process of all students to the Klamath Falls campus.	Weekly

Students	• Participate in the design of the ACAD curriculum. Continue to serve as an advisor to Director in relation to the ACAD curriculum direction. Serve as an instructor for ACAD classes each quarter, mentor at risk students from a developmental standpoint taking into account emotional, academic, and environmental stressors.	Weekly
Students	• Advise students, through academic and developmental advising tactics, for success; serve as a mentor/advisor for students, including student advising for at-risk students.	Weekly
Students, Staff, Faculty, Campus, Community	Manage daily SSC PC Services operations including the PC Center. Maintain resource and equipment libraries as well as appropriate tutoring center and study space. Provide information and resources related to a wide variety of student success programs, services, and resources. Find, recommend and implement solutions to problems. Explain policies and procedures, answer questions, make appropriate referrals and collaborate with other departments and faculty to address needs of students.	Daily
Student, Staff, Faculty, Community	Coordinate the design and management of the PC tutoring software. Work with tech support for the successful operation and regular maintenance of the software. Train students, faculty and staff on the proper operation of the software.	Weekly

F. JOB FUNCTIONS

REFERENCE ID	JOB FUNCTIONS	FREQUENCY	ANNUAL PERCENT OF TIME
0	Note: Percent of time for all functions may fluctuate due to calendar and program demands	0	0
1	Essential Function: Promote PC services and use; create, plan, implement, execute, manage, modify, and evaluate the following as well as new and yet to be developed tutoring opportunities; collaborate with faculty academic department liaisons to communicate and support tutors as well as tutoring efforts on campus, recruit new student leaders/Peer Consultants, solicit feedback on the PC program; advertise and promote PC services on campus; serve TOP and DS student needs; create and maintain group and individual PC opportunities for all Klamath Falls OIT students; formulate timetables and advertising; recruit, provide specialized training; manage and maintain PC tutoring software; train all staff, student workers and Consultants on the usage, protocols and procedures of the PC software.	Daily	60

2	Essential Function: Teach Academic Success classes - participate in creation, curriculum design, planning, development of learning objectives, teaching efforts, course implementation, execution, management, modification, and evaluation as part of the ACAD (Academic Success) program based on student development, best practices, and retention efforts; involves teaching skills and strategies to help students achieve academic success and fostering community and a sense of belonging to the OIT community, establish and achieve goals, access resources, provide experiences to aid in professional development and resume building, aid in choosing a major; work with faculty, staff and Director to implement new opportunities within ACAD, such as learning communities, programs, event, etc. Participate in the re-design of the ACAD curriculum. Continue to serve as an advisor to Director in relation to the ACAD curriculum direction.	Weekly	15
3	Essential Function: Serve as a backup for Testing Services area. This may include, but is not limited to assisting the Testing Coordinator in testing services including campus testing for all Oregon Tech faculty, distance testing for Oregon Tech and other community members, College Board testing administration and administration of the Accuplacer Placement Test, ACT National Testing, Millers Analogy Testing (MAT), and other testing. While filling in for this role, it will also include working with Faculty and Disability Services to administer exam accommodations for students with disabilities. Services might include, but are not limited to: alternate format materials (i.e. text), modification of testing arrangements (i.e. extended testing time, reduced distraction), reader services, scribe services, and use of special technology.	Weekly	5
4	Essential Function: Provide input to SSC and the Director on the creation, planning, implementation execution, management and modification, and evaluation of efforts designed to inform, engage, and support Oregon Tech students and faculty including the following as well as new and yet-to-be developed support services and programs.	Weekly	3

5	Essential Function: Participate and assist in all activities related to New Student Registration and Orientation. Collaborate and assist inter-departmentally on a variety of programs to support Oregon Tech students and faculty. Participate in the following activities: Annual “September Institute” for new faculty and staff; Annual “Advisor Training” for new faculty and staff; Effective Teaching Seminars for faculty; New Student Orientation programming; International Student Orientation programming and services and other programs and services when directed by the Director. Provide campus leadership regarding student success issues including committee work to support faculty, staff, and student groups working towards student achievement.	Weekly	3
6	Other Function: Represent PC Services and the SSC in the campus community as a member and leader on campus committees, forums, and other opportunities to increase awareness of success services/programs/resources and needs of students while promoting collaborative opportunities to involve and solicit feedback from cross-departmental representatives in programs, events, and other initiatives; participate and support faculty and staff developmental programs in departmental as well as institutional planning, policy, and procedural decisions focused on improving approaches that improve student success and that address development of learning skills, attitudes, and behaviors to increase student persistence and retention including academic support systems, learning skills, attitudes, and behaviors	Daily	5
7	Other Function: Collect, compile, and analyze data to inform decisions and assess effectiveness of PC programs. Work to provide recommendations and plans to the Director of the SSC for budget update and overall program direction.	Weekly	2
8	Assist Director in managing PC budget. This will include making hiring decisions, all student pay decisions, make decisions on purchases, travel, etc. up to approval authority. Responsible to make recommendations on amounts above approval authority to the director for further approval.	Weekly	2
9	Other Function: Other duties as assigned to support the SSC mission	Monthly	5

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

1-9	Ability to conduct self in ethical and professional manner in all aspects of the job; ability to maintain appropriate confidentiality (i.e. FERPA)
1-9	Experience and skills working with college students; ability to establish and develop rapport with constituents to accurately assess needs and deliver services
1-9	Strong organizational and time management skills; ability to multitask, prioritize, and track multiple ongoing and diverse projects; budgeting; and planning
1-9	Interpersonal, written, and oral communication skills including working with culturally and academically diverse populations at varying levels of understanding, skill, and development; team building, supervisory, and group process skills
1-9	Knowledge, training, and expertise in learning, assessment, student development and success areas; understanding of national research and best practices in these areas
1-6, 8	Knowledge of OIT academic policies and procedures, curriculum, resources, major requirements, general education requirements, graduation requirements
2-4 6, 9	Teaching experience, especially in relation to student success; curriculum design knowledge and skills
1-9	Knowledge of resources, equipment, software, and technology typical to a student development/support office in higher education; knowledge and understanding of Banner, EMAS, and other retention software for the purposes of student data management; general computer knowledge as well as expertise with MS Office Suite and databases; ability to understand data and assessment needs, gather and track relevant data, and portray data in a meaningful way for departmental and accreditation purposes; accurately identify, define, and measure outcomes
1-2, 4-8	Ability and willingness to work irregular hours, evenings, and weekends with some overnight travel

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

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.

This position requires a great deal of creativity, enthusiasm, interpersonal expertise and relationship building, communication skills, supervisory skills for a sometimes challenging employee group, and knowledge about specific requirements of the college and student populations in general.

Successful completion of job responsibilities in this position requires flexibility and a team oriented attitude as SSC is an ever evolving entity responding to unique individuals, campus needs, student development and support trends/opportunities, budget considerations, as well as demographic changes in population groups.

This position has intensive contact with many students in a variety of settings and must be able to appropriately communicate expectations, serve, refer, and respond to a myriad of issues and concerns.

This position requires a great deal of knowledge and skills regarding working with a diverse college student population of all ages and levels of preparedness while also serving staff, faculty, and community constituents.

This position requires an essential understanding of the higher education environment as well as privacy of student records, including FERPA.