

**CHARTER OAK STATE COLLEGE**  
**Director of Academic Services**

**PLEASE FOLLOW THE APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** The Public

**Location:** 55 Paul J. Manafort Drive, New Britain, CT 06053

**Salary:** \$92,223

**Closing Date:** October 9, 2016

**General Knowledge:** Significant experience with adult students and distance learning; extensive knowledge of current adult development and learning theory and the ability to recognize and address the needs of adult learners; knowledge of disability issues including diagnosis and accommodation; competence in analysis, synthesis and interpretation of academic data; excellent oral and written communication skills; and computer applications competencies, including expertise using student information systems.

**Position Summary:**

The Director of Academic Services provides leadership to the College in the area of student retention and adult student service. The Director monitors and supervises academic advising services, including the development of new advising tools and processes; develops and monitors retention initiatives; oversees and administers services for students with disabilities; manages a caseload of students who need special assistance; serves as liaison to Office of Admissions; supervises graduation ceremony arrangements; manages the faculty advising process; and serves as staff advisor to the Student Association and Adult Honor Society. In addition, the Director plays a key role in assisting the Provost in carrying out the academic policies of the College.

**Responsibilities:**

Manages the academic advising department ensuring that policies are current and staff is trained. Develops departmental key performance indicators, including individual staff goals. Prepares departmental annual plan in line with the College's strategic plan. Conducts environmental scans of competitors and provides ongoing or comparative SWAT analysis to our operation. Coordinates with other departments to ensure a continuity of successful student service and thus improve retention. Provides leadership in the innovation, development, maintenance, and change of interdepartmental processes to better organizational operational efficiency. Updates academic support service policies to reflect changes in regional accreditation, State, and Federal changes. Manages the advising module in the student information system to ensure that the needs of students, faculty, and staff are being met. Provides leadership to the College on retention, including making recommendations on retention issues, developing a system for data collection and analysis, and developing and implementing an effective communication plan. Administers services for students with disabilities, including training staff and faculty on disability issues. Advisors refer student problems - First line support for students who are having a problem in courses – distribute to Provost and follows up. Student Crisis Fund. Advises certificate students. Provides the graduation coordinator with information for the honor society, plans the honor society activities, and assists the graduation coordinator as needed. Liaison to the core consulting faculty, including recommending faculty reappointments to the Provost and committee chairs. Ensures that the academic section of the Catalog is accurate. Works with the ID staff to develop/keep current the online student orientation. Develops communication plan for students. Serves as staff advisor to the Student Association. Serves as staff advisor to the Adult Honor Society. Coordinates special projects. Maintains current knowledge of professional issues. Serves on appropriate committees. Advises the Student Advisory Committee representatives, coordinates their election, and certifies their eligibility. Collaborates with the CSCU Directors of Student Activities. Performs other duties as assigned.

**Eligibility Requirement:** Master's degree with a minimum of six (6) years of relevant experience or a Ph.D. with a minimum of two (2) years of relevant experience in higher education.

**Apply:** See complete job description at <http://www.charteroak.edu/AboutUs/Employment> and apply with cover letter and resume by October 9, 2016. No phone calls, please.

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.