

# Job Description

Position Title: Director of Online Student Success

Job Group: Academic Affairs

Job Level Group: Director

FLSA Status: Exempt

## Position Summary:

The Director of Online Student Success is responsible for developing and implementing success initiatives for online students that result in improvements in completion and retention. This position works closely with the Vice President of Distance Education, the PimaOnline Leadership team, and the College's Student Affairs division.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Develops and implements strategies for online student success including degree completion, course success, student retention, student engagement, and student satisfaction. Directs and manages the online college success coach program.
2. Interfaces with the PimaOnline student population to assimilate and assess specific needs; develops, plans, and implements solutions to bridge gaps in access and resources needed for online student success.
3. Establishes and maintains ongoing dialogue with PimaOnline Faculty Department Heads, PimaOnline Program Advisors, and other student support services to plan student success initiatives.
4. Evaluates, monitors, and improves processes, procedures, and standards for online student life cycle. Establishes success strategies for course start, course design, faculty support, academic resources, and advisory and student services.
5. Directs and supervises collection of technical data and prepares of a variety of complex reports, statements, and communications; provides analysis and recommendations based on synthesized data related to online student success.
6. Represents the College at events, meetings and committees; exhibits the online commitment to excellent customer service and quality communication.
7. Prioritizes and assigns work; conducts performance evaluations; and, ensures staff are trained. Makes hiring, termination and disciplinary recommendations.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, & Abilities

- Knowledge and application of various instructional methodologies

- Knowledge of internal and external customer service principles and practices
- Skill in organization, coordination and management
- Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
- Skill in positive, productive and flexible customer service
- Ability to adapt to a rapidly changing technical environment
- Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

### **Supervision:**

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

### **Independence of Action:**

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

### **Competencies:**

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

### **Minimum Qualifications:**

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field required.
- Master's degree in or a closely related field of study preferred.
- Five (5) to eight (8) years of related experience required
- Eight plus (8+) years of related experience preferred
- Three (3+) years of supervisory experience required

OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours