### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Requisition ID</th>
<th>20782</th>
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<tbody>
<tr>
<td>ASU Job Title</td>
<td>Manager, Graduate Services</td>
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<tr>
<td>Campus Location</td>
<td>West</td>
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<tr>
<td>Department Name</td>
<td>MLF Teachers College</td>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Scope of Search</td>
<td>Open</td>
</tr>
<tr>
<td>Grant Funded Position</td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
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<td>Close Date</td>
<td>March 03, 2016</td>
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**Job Description**

ASU's Mary Lou Fulton Teachers College is seeking a qualified individual to manage academic advising, admissions, and related student services functions for graduate students and programs. Under general supervision, the Manager of Graduate Services will manage, develop, and monitor daily operations of Graduate Student Services, ensuring goals and objectives of the Office of Student Services and college are being met. This position reports directly to the Senior Director of Student Services. This position is primarily located at West campus, however, travel to the other ASU campuses is required.

### Minimum Qualifications

Bachelor's degree in a field appropriate to the area of assignment AND five (5) years of related administrative experience, which includes three (3) years of supervisory experience; OR, Nine (9) years of related administrative experience, which includes three (3) years of supervisory experience; OR, Any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

### Desired Qualifications

- Demonstrated knowledge of management and supervisory principles and practices
- Experience in effectively managing, supervising, evaluating and developing staff
- Demonstrated knowledge of principles, practices, procedures and methods of evidence-based academic advising strategies
- Experience working with graduate students
- Experience working with online students
- Demonstrated knowledge of teacher preparation programs
- Demonstrated knowledge of ASU academic structure and organization
- Demonstrated knowledge of academic programs, colleges, and departments university-wide
- Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records
- Experience in designing presentation materials and giving oral presentations in group settings
- Experience in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes
- Experience in the use of internet-based research tools and Microsoft Office Suite computer applications, especially Excel
- Experience in rapidly adapting and effectively utilizing new technology, practices, policies and methods
- Experience in establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties
- Experience in working effectively in an environment subject to quickly changing priorities
- Evidence in interpreting student needs and determining when referral to other University resources is appropriate

**Working Environment**

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse.
- Frequently required to stand for varying lengths of time and walk moderate distances to perform work
- Occasional bending, reaching, lifting, pushing and pulling up to 25 pounds
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer/technology peripherals
- This position receives regular review of objectives.

**Essential Duties**

- Hires, trains, develops, supervises, and evaluates assigned staff in the Graduate Services section of the Office of Student Services
- Oversees hiring, onboarding, and training new staff for the graduate services team
- Manages, develops, and monitors daily operations of Graduate Student Services, ensuring goals and objectives of the Office of Student Services and college are being met
- Oversees academic advising and admission of graduate students in Teachers College Master's programs, graduate certificates, and doctoral programs
- With the OSS leadership team members and Senior Director of Student Services, develops and implements yearly Strategic Plan which defines goals for the department
- Resolves problems and issues affecting the department
- Assists with development of long and short term enrollment and retention goals and equips staff to meet these goals
- Manages the design, development, and coordination of special programs and projects to meet department's student-focused initiatives and goals
- Develops work plans in accordance with established unit and department objectives and funding limitations
- Prepares budget proposals, recommendations, and approvals where appropriate
- Recommends and monitors compliance with university, Office of Graduate Education, Teachers College, and Arizona Department of Education policies and procedures
- Establishes, develops, maintains, and implements internal policies and procedures for Graduate Student Services
- Manages academic probation review process for graduate students according to the Teachers College Satisfactory Academic Progress and Professional Conduct Policy and office of Graduate Education policies including recommendations for program dismissal
- Acts as liaison with the community, students, faculty, and staff in both internal and external departments
- Identifies, develops, and maintains working relationships with the university and community agencies for support as appropriate
- Leads advisement supervisors, coordinators, and staff in provision of academic advising, recruitment, and/or academic program functions to ensure student needs are met for successful completion of program study
- Responds to student questions and concerns; works with students directly or indirectly to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion
- Reviews student petitions with OSS and Division leadership and works with advisors to find solutions for student concerns
- Communicates with other department and university administrators; resolves or assists with the resolution of sensitive issues
- Assists with the development and implementation of student support processes, including Professional Improvement Plans
- Implements new graduate programs, curriculum changes to current programs, or disestablishment of programs as related to advising and graduate student services
- Evaluates effectiveness of advising services, conducts student surveys, collects and interprets data, prepares reports, and utilizes data to improve services and customer satisfaction
- Reviews and utilizes enrollment reports and a variety of university data to monitor and promote student academic success
- Initiates and prepares administrative reports and documents as needed
- Oversees coordination of graduate admissions in Teachers College including policies, procedures, application deadlines, review of application files, admissions decisions, and review of provisional admissions
- Represents the graduate services team at various university meeting and serves on special committees/work groups within the college or university as needed

**Department Statement**

As one of America's largest producers of teachers and as a leader in cultivating transformative school leaders in the nation's PreK - 12 schools, ASU's Mary Lou Fulton Teachers College (MLFTC) prepares 1,500+ teachers annually through its multiple preparation programs which include undergraduate and graduate degree programs offered through traditional and non-traditional pathways.
Mary Lou Fulton Teachers College continues to rise in the rankings of the nation's top education graduate programs, climbing to No. 17 and tying with University of California-Berkeley and the University of Kansas according to the 2015 U. S. News & World Reports Best Graduate Schools rankings, released March 10, 2015.

**ASU Statement**

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobacccofree](http://www.asu.edu/tobacccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

**Employment Verification**

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

**Background Check Statement**

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent up successful passing of the background check.

**Instructions to Apply**

Application deadline is 3:00PM Arizona time on the date indicated.

Resumes should clearly illustrate how prior knowledge and experience meet the minimum and desired qualifications stated in this requisition.

Only electronic applications are accepted.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

**Instructions for ASU Online Employment Applications**

- Go to the ASU Human Resources site: [https://cfo.asu.edu/hr-applicant](https://cfo.asu.edu/hr-applicant) and scroll down to apply for an ASU job now.
- For staff positions click on **Internal Applicants** (for existing ASU employees) or **External Applicants** (you must create an ASU account or enter existing account information).
• From the ASU Welcome page which is the new Talent Gateway (gives applicants several online options for the recruiting process), click on **Search Openings** to locate positions of interest.

• From the Search Openings page, customize your search or simply click the **Search** button to view all ASU staff job openings.

• From the Search Results page, scroll to positions of interest and click on the red Requisition ID **20782BR** at the left to apply.

• From the Job Details page, review the posted job description and click the **Apply To Job** button to begin the online application process.

Then, answer the questions to complete the ASU Kenexa online employment application (**Note**: you will be asked to submit your cover letter, resume and three personal references as part of the application process).