Assistant Director, Undergrad Academic Services  
(Req Number: 48628BR)

<table>
<thead>
<tr>
<th>Campus/Location</th>
<th>Tempe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
</tr>
<tr>
<td>Grant Funding</td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
</tr>
<tr>
<td>Close Date</td>
<td>February 4, 2019</td>
</tr>
</tbody>
</table>

**Job Description**

The Mary Lou Fulton Teachers College (MLFTC) seeks a dynamic, creative, and adaptable individual to lead the undergraduate advising and front desk operations at the Tempe campus. The intentional student-centered design of the MLFTC Office of Student Services allows for the maximization of resources in support of student success and equity at scale. Working in this environment, under the supervision of the Director of Undergraduate Student Services, the Assistant Director will design creative solutions to support the advising team as they assist students staying on track for academic and career success through a holistic student approach.

**Essential Duties**

- Assesses unit operational functions, develops and implements policies, procedures aligned with the college
- Creates and maintains internal documentation for day-to-day training and development of assigned staff
- Develops the academic advising policy and programs with the assistance of the staff
- Manages projects, including day-to-day functions as well as long range planning
- Hires, trains, supervises and evaluates assigned staff; develops performance plans for staff in need of improvement
- Advise special student populations
- Review files and records of students and independently make decisions on student academic situations
- Provides the day-to-day direction and escalation for issues that require management resolution
- Works with the advising team, faculty, staff and student workers to create a positive work environment within the school that contributes to the success of all customers and stakeholders
- Works with the school’s social media team to promote the school and student opportunities to appropriate audiences
- Works with the advising team to plan and execute various events and activities that benefit students
- Serve as part of undergraduate management team, collaborate with colleagues on other campuses (West and Polytechnic); occasional travel to other campuses
- Support student engagement and student success events in the college
- Represents the department/school/college and serves on various department and university committees
- Communicates with other departments/schools/colleges and university administrators; resolves or assists with the resolution of sensitive issues
- Communicates with external community to resolve advising related issues
- Other duties as assigned
### Minimum Qualifications
Master's degree in a related field, AND four (4) years experience in one or more of the following: advising, recruitment/retention, other related student services in a college/university environment, which includes two (2) 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
- Experience in academic advising, coaching, counseling, tutoring and/or teaching, student development
- Evidence of effective verbal and written communication skills
- Experience in Peoplesoft, DARS, eAdvisor, Salesforce Case Management and Advisor Portal
- Experience in MyReports and/or other Analytics tools
- Demonstrated knowledge of and use of appreciative advising techniques
- Experience working with diverse students in a college/university setting.
- Experience establishing and maintaining effective working relationships with students, staff, and faculty.
- Demonstrated knowledge of management and supervisory principles and practices.

### Working Environment
- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding, and manipulating a computer mouse
- 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
- Required to stand for varying lengths of time and walk moderate distances to perform work
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds
- Driving as required to other ASU campuses

### Department Statement
Arizona State University's Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 5,000 educators annually.

MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the quality of teaching and learning and the performance of education systems.

MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement.

MLFTC takes action by bringing people and ideas together to increase the innovation capabilities of individual educators, schools and organizations, districts and communities.

### 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/tobaccofree](http://www.asu.edu/tobaccofree)

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.

### Instructions to Apply

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

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

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

Only electronic applications are accepted for this position.

### Instruction 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 Jobs at ASU.

- Select [External Staff Job Opportunities](https://cfo.asu.edu/hr-applicant) if you’re not currently an ASU employee (you must create an account or enter existing account information).
- Select [Internal Staff Job Opportunities](https://cfo.asu.edu/hr-applicant) if you’re a current ASU employee.
- Enter **Requisition ID 48628BR** in the Search box.
- Click the red job title to view the entire job description.
- To apply, select the check box to the left of the job title and click on **Apply to job(s)** at the bottom of the screen.
- Click **Let’s get started** to begin the application process.