# Assistant Director, Student Success Initiatives

(Job Number: 51226BR)

<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>Full-Time/Part-Time</td>
<td>Full-Time</td>
</tr>
</tbody>
</table>

**Grant Funded Position**

This is not a grant funded position and is not contingent on future grant funding.

**Close Date**

May 2, 2019

**Job Description**

Mary Lou Fulton Teachers College (MLFTC) seeks a dynamic, creative, and adaptable individual to lead the Student Success Team. 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 and strategic plans to support the Student Success Team as they assist students staying on track for personal, academic and career success through a holistic student approach.

**Essential Duties**

- Create and direct retention strategies for team related to successful onboarding and transitions of students entering their first semester in MLFTC
- Lead services including: career development, financial literacy, scholarships, academic support, wellbeing and engagement;
- Develop innovative and creative programming and activities to meet the needs of students, and develop a well-rounded activities calendar
- Support student community building and connection to the university through communications strategies, web and in-person events, social media, digital spaces, etc.
- Review, incorporate and develop high-impact practices related to student success and retention
- Develop and implement case management and coordinated care model for students
- Collaborate across college partners, other colleges and departments, faculty and staff to identify and respond to specific retention needs for individual programs
- Coordinate leadership development programs including recruitment of students, train facilitators, organize logistics, programming, etc.
- Coordinate peer mentoring programs including recruitment of students, training, organize logistics, programming, etc.
- Generate relevant reporting that supports staff in monitoring progress of students through use of PeopleSoft, Advisor Portal, MyReports or other available reporting tools
- Develop data-informed, proactive interventions to support retention and graduation and drive a culture of analytics to pursue continuous improvement in all responsible areas
- Provide the day-to-day direction and escalation for student and staff issues that require management resolution
- Direct the work of other employees, assess unit operational functions, develop and implement policies, procedures aligned with the college
- Serve as part of undergraduate management team, collaborate with colleagues on other campuses for communication and workflow plans
• Represent the department/school/college and serves on various department and university committees
• Communicate with other departments/schools/colleges and university administrators; resolves or assists with the resolution of sensitive issues
• Travel to other campuses
• 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, student leadership development, and/or student activities
• Evidence of tangible results for getting students to engage in behaviors that positively impact their success
• Understanding of the 21st century educator workforce and top issues facing education students
• Experience in Peoplesoft, Salesforce Case Management and Advisor Portal
• Experience in MyReports, Retention Dashboard, and/or other Analytics tools
• Knowledge of ASU campus resources including, but not limited to, Dean of Students/Advocacy, Disability Resource Center, UASP, Financial Aid, Career and Professional Development Services, Counseling Services, ASU Foundation (scholarships) and University Housing/Residential Life
• Demonstrated knowledge of and use of appreciative advising techniques
• Experience establishing and maintaining effective working relationships with students, staff, and faculty.
• Experience with shifting priorities in a highly dynamic organization
• Evidence of effective verbal and written communication skills
• 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 6,000 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 80,000 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/tobacofree

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 upon successful passing of the background check.

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.

<table>
<thead>
<tr>
<th>Instructions for ASU Online Employment Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Go to the ASU Human Resources site: <a href="https://cfo.asu.edu/hr-applicant">https://cfo.asu.edu/hr-applicant</a> and scroll down to apply for an ASU job.</td>
<td></td>
</tr>
<tr>
<td>• For staff positions, click on <strong>External Staff</strong> or <strong>Internal Staff</strong> (for existing ASU employees) – if External, you must create an ASU account or enter existing account information).</td>
<td></td>
</tr>
<tr>
<td>• From the ASU Welcome page which is the new Talent Gateway (gives applicants several online options for the recruiting process), click on <strong>SEARCH</strong> to locate positions of interest.</td>
<td></td>
</tr>
<tr>
<td>• OR click on <strong>Advanced Search</strong>, to customize your search by campus, title keywords, etc.</td>
<td></td>
</tr>
<tr>
<td>• From the Search Results page, scroll to positions of interest and click on the Job Title above Requisition ID 51226BR to apply for this position.</td>
<td></td>
</tr>
<tr>
<td>• From the Job Details page, review the posted job description and click the <strong>Apply to job</strong> button to begin the online application process.</td>
<td></td>
</tr>
<tr>
<td>• Then, answer the questions to complete the ASU Kenexa online employment application (<strong>Note</strong> - you will be asked to submit your cover letter, resume and three personal references as part of the application process).</td>
<td></td>
</tr>
</tbody>
</table>