Assistant Director, Doctoral Services
(Job Number:92635BR)

<table>
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<tr>
<th>Campus Location</th>
<th>Tempe</th>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
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<tr>
<td>Grant Funded Position</td>
<td>This is a not grant-funded position and is not contingent on future grant funding.</td>
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<tr>
<td>Salary</td>
<td>Depends on experience</td>
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<td>Close Date</td>
<td>July 14, 2023</td>
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Job Description

ASU’s Mary Lou Fulton Teachers College Office of Student Services is seeking an innovative, forward thinking, and student-centered individual for the role of Assistant Director of Doctoral Services. This department is responsible for providing exemplary service to students in regard to activities supporting doctoral programs (EdD and PhD), including admission, academic advising, program support and coordination. Our team model focuses on personalized engagement to deliver exceptional service and support for every learner.

The Assistant Director is responsible for close collaboration and consultation with program faculty and doctoral program leadership to support program coordination and student success. Additionally, the Assistant Director is responsible for providing leadership to recruitment, admission, advising and program support for doctoral students. The Assistant Director will serve as a key contributor to new student recruitment, retention, and graduation through planning, organizing and leading admission, academic advising, and program support activities with the purpose of promoting academic standards and student success.

This position is based at the Tempe campus, with required occasional travel to other ASU campuses as needed.

Essential Duties

- Collaborates and consults with doctoral program leadership and faculty to ensure alignment of staff practices and priorities with programmatic initiatives related to student success and degree progression.
- In collaboration with faculty, leads the provision of program operations as they intersect with student success and degree progression, including internships, teaching and research assistantships, doctoral program milestones, and supports program assessment.
- Supervises Academic Success and/or Admission Coordinators and leads staff in the provision of admission activities, academic advising, retention, recruitment, and/or academic program functions to ensure needs of students are met for successful completion of program of study. Includes hiring, training, mentoring and/or managing performance for direct and/or indirect reports.
- Collaborates with other MLFTC leaders in the supervision and support of admission and/or academic success coordinators, and admission and academic support specialists, including the mentoring, guiding, and development of teams.
- Participates in the strategic planning and development process for the department, including the setting of departmental goals and objectives, and
assessments of departmental practice. Socializes, collaborates, and drives the implementation of unit initiatives

- Provides 1:1 as well as group admission, academic advising, recruitment/retention, and academic success support functions as needed to students to ensure ongoing successful progress to completion of degree program.
- Navigates complex environments with evolving priorities and communication plans, establishes and maintains effective professional working relationships.
- Resolves complex issues and takes the lead on projects built around student support.
- Acts as college/department liaison to internal and external constituents on issues related to academic success.
- Responds to student questions and concerns; works with students to resolve all issues to ensure ongoing satisfaction with the program and successful progress to completion.
- Leads and manages projects and/or initiatives aligned with departmental, college, or university priorities related to student success.
- As required, represent college/department as a primary contact at college or university-level meetings, collaborate on cross-unit teams or projects, and act as course instructor/resource for faculty. Includes oversight and management of budget for events related to doctoral recruitment, new student orientation, and student-led organization activities.
- 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

- At least six (6) years of experience in advising graduate students as a primary-role advisor, program coordination, or a combination thereof which includes three (3) years of supervision or leadership experience is strongly preferred.
- Demonstrated experience in strategic planning and goal-setting for professional staff teams utilizing a data-informed approach to planning and decision-making. Ability to translate and implement strategy into deliverable outcomes.
- Demonstrated experience leading in team-based environments, and the ability to apply the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes.
- Demonstrated skill in developing, promoting, and maintaining admission and advising practices, policies, and procedures that emphasize equity and are inclusive of a diverse student population. Able to regularly monitor status as well as build, assess, and evaluate admission and advising efficacy utilizing data and via technology.
- Demonstrated ability to support program operations through the collaborative development and implementation of staff practices and procedures.
- Demonstrated ability to accurately identify and articulate workplace problems or challenges and ability to address the challenges with reasonable and realistic solutions.
| Working Environment | • Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; required to stand for varying lengths of time and walk moderate distances to perform work.  
  • 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.  
  • Frequent 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.  
  • Consistent direction and feedback is provided to ensure stated goals and objectives are being achieved/met. |
| Department Statement | ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 7,600 educators annually. MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy. 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 capabilities of individual educators and the performance of education systems.  
Aligned with ASU’s commitment to justice, equity, diversity and inclusion, MLFTC is committed to advancing systemic equity in our curricula, programming and institutional relationships. The college’s core value of Principle Innovation connects individual decision making to the pursuit of systemic equity. |
| 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 https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco

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.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**
In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU’s Annual Security and Fire Safety Report is available online at [https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf). You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/az-resources](https://cfo.asu.edu/az-resources).

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<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<tr>
<td>Fingerprint Check Statement</td>
<td>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.</td>
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<tr>
<td>Instructions to Apply</td>
<td>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. <a href="#">92635BR</a></td>
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