NEW MEXICO HIGHLANDS UNIVERSITY
Job Description

Position Title: Director for the Office of Academic Support  Salary Grade: 17
Department: Academic Support  FLSA: Exempt
Reports To: Dean of Students  Job Type: Regular-Full-Time

JOB SUMMARY: The incumbent in this position is responsible for directing and administering the academic student affairs function of the University to include academic student success and retention/intervention programs and initiatives, testing, academic and career advisement, new student orientation, and accessibility services.

DUTIES & RESPONSIBILITIES:
• Develop and implement strategic and operating plans, and interprets, adapts and integrates University policies and procedures as appropriate;
• Develop and administer annual operating budget and provide fiscal direction to the department;
• Oversee all day to day functional operations of the department that includes ensuring compliance with all relevant laws, regulations, and University policies through accessibility services;
• Design, establish and maintain an organizational structure and staffing to effectively accomplish the organization’s goals and objectives;
• Oversee recruitment, training supervision and evaluation of unit staff;
• Interpret and oversee the enforcement of academic policies and procedures as they pertain to candidacy for graduation and admission to academic programs and success;
• Direct the development, updating, editing, production, and distribution of curricular publications, to include bulletins and student handbooks;
• Respond and/or coordinate response to inquiries and issues concerning individual academic performance, and resolves or oversees the resolution of problems regarding the management of student records, as appropriate;
• Supervise subordinate staff;
• Perform miscellaneous job-related duties as assigned;
• Maintain regular attendance.

MINIMUM JOB REQUIREMENTS:
• EDUCATION: Master’s degree in any field
  (A Bachelor’s degree and six (6) years of experience directly related to the duties above will substitute for the required Master’s degree.)
• EXPERIENCE: Two (2) years’ experience directly related to the duties above
  o Preferred:
    o Master’s degree
    o Experience in academic advising
    o Knowledge and experience working with Banner

SPECIAL REQUIREMENTS:
• Must be willing to work weekends, evenings, and odd hours as required.
• Must possess and maintain a valid NM driver’s license. Selection of an out of state candidate will require possession of a valid New Mexico Driver’s license within sixty (60) days of employment.

KNOWLEDGE, SKILLS, and ABILITIES:
• Ability to analyze and solve problems;
• Ability to effectively advise students;
• Ability to communicate effectively, both orally and in writing
• Ability to present oneself with a professional presence and demeanor;
• Ability to maintain confidential information and inquiries with discretion;
• Ability to display a keen attention to detail;
• Ability to display a strong working knowledge in excel, word and other basic computer functions;
• Ability to maintain exceptional customer service and people skills;
• Ability to establish and maintain effective working relationships with faculty, students and staff;
• Ability to establish and maintain effective working relationships and make contact with officials, students, organizations, and the general public;
• Ability to supervise lower level staff.

PHYSICAL DEMANDS:
• Repetitive hand motions and prolonged use of computer.
• Must occasionally lift and/or move up to forty (20) pounds.
• Sitting for extended periods of time.
• Kneel, bend, reach and stoop.
• Walking for extended periods of time.

WORK ENVIRONMENT:
• Work is performed in a typical interior/office work environment.
• Work with frequent interruptions.