



College of
Menominee
Nation
KESHENA • GREEN BAY

Position Title: Director of Student Retention	Reports to: Chief Academic Officer
Department: Academic Affairs	FLSA Status: Exempt
Classification: Regular Full Time	Benefit Eligibility: Yes, Full Time Benefits
SOC Code: 11-9000	Last Updated: 9/24/2019
Home Campus: Keshena Campus	Posting Status: 1st Posting
Grant Funded: Fully Grant Funded	Application Deadline: 4/3/2020

Position Summary: The Director of Student Retention reports to the College of Menominee Nation's Chief Academic Officer. The Director's primary responsibilities entail developing, implementing, managing, evaluating, and improving all aspects of student-centered co-curricular initiatives, strategies, and processes that promote student access, retention, persistence and credential completion.

Position Responsibilities & Duties:

1. **Managing**

- a. **Serve as TRIO/SSS Project Director**
 - i. **Ensure sound fiscal management of department budgets, resource allocations, and expenditures**
 - ii. **Serve as PI for grants and/or sponsored programs that support and/or are directly related to department responsibilities and activities**
- b. **Oversee placement and other student testing, as appropriate**
 - i. **Oversee all aspects of academic support**
 - ii. **Supervise Student Achievement Specialist, professional tutors, student tutors, and other department staff**
 - iii. **Oversee all aspects of student engagement with co-curricular activities such as student government and/or student clubs**
- c. **Oversee all aspects of academic advising, coaching, and case management**
 - i. **Oversee all aspects for student with disability accommodations, including but not limited to faculty notifications, test proctoring, assistive equipment and personnel, and records management**

2. **Developing**

- a. **Develop, implement, and manage co-curricular strategies and processes that promote student access, retention, persistence, and completion of student-desired credential**
 - i. **Develop and implement outreach campaigns to recruit faculty and staff participants in co-curricular activities**
 - ii. **Provide professional development to department staff**
 - iii. **Establish, maintain, and report on benchmarks and KPIs for student access, retention, persistence and completion**

3. **Evaluating**

- a. **Assess and evaluate co-curricular strategies and processes to improve student access, retention, persistence, and completion of student-desired credential**
 - i. **Participate in program review, assessment of student learning, and institutional accreditation**
 - ii. **Participate in Institutional Research initiatives**
 - iii. **Participate on assigned committees**

4. Implementing
 - a. Provide institutional-wide leadership for co-curricular activities and student retention, persistence, and credential completion activities
 - i. Prepare and deliver faculty and staff trainings in adult education theories/principles, student retention best practices, and other related topics
 - b. Ensure adequate space, equipment, and operation schedules to promote and support academic and co-curricular programs
 - c. Perform other related functions as assigned
5. Risk Management and Governance
 - a. Risk management
 - i. Responsible for compliance with all Tribal, federal, state and local laws pertaining to all Departmental Matters
 - ii. Work with leadership in executing Equal Opportunity, Diversity and Affirmative Action strategies
 - iii. Promote mutual respect, dignity and integrity with all employees
 - b. Governance to the Board of Directors and Transparency
 - i. Reports, advises and presents to Board of Trustees Key Departmental Resources indicators
 - ii. Communicate College's potential risks
6. Strategic Planning
 - a. Participate in the development of and support the college's strategic plans
 - b. Serve as key member of senior leadership, helping to define mission, vision and direction
 - c. Establish and implement strategies to communicate and support the College mission, vision, culture and values
 - d. Develops departmental goals and objectives
 - e. Ensure departmental plans are consistent with College organizational goals
7. Policy and Procedure Development & Implementation
 - a. Establish a culture of Continuous Process improvement
 - b. Ensure excellent Customer Service
 - c. Reviews departmental policies and procedures to ensure continued relevance, reliability, and completeness of financial statements.
 - d. Develop and implement new departmental policies and procedures

Minimum Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master's degree in Education
- 5 years of experience at the Post-Secondary Education level
- 5 years of administrative experience
- 3 years of supervisory experience
- Knowledge of FERPA and ADA regulations
- Knowledge of Co-Curricular Assessment
- Ability to interact effectively with diverse populations

Desired Qualification:

- PhD or EdD in Education
- Knowledge of FERPA and ADA regulations
- Knowledge Co-Curricular Assessment

- Supervisory experience
- Undergraduate-level teaching experience
- Undergraduate-level program administrative experience
- Experience working with diverse populations

Supervisory Summary

Responsible for selecting, coaching, monitoring, and evaluating others. Responsibilities also include enforcing rules and ensuring legal compliance while providing excellent customer service.

Reporting to this Position: Student Achievement Specialists, professional and student tutors, and departmental support staff

Supervisory Functions

- Maintain staff by recruiting, selecting, orienting, and training employees; develop personal and professional growth opportunities.
- Provide quality service by enforcing quality and customer service standards.
- Accomplish results by coaching, counseling, and disciplining employees;
- Planning, monitoring, and appraising job results; conducting training;
- Implementing and enforcing systems, policies, and procedures.
- Conducting individual performance appraisals and reviews
- Maintain safe and healthy work environment by establishing and enforcing organization standards; adhering to legal regulations.
- Complete operations by developing schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving operations problems; maintaining reference manuals; implementing new procedures.
- Control expenses by gathering and submitting budget information; scheduling expenditures; monitoring variances; implementing corrective actions.

Supervisory Skills

- Leadership (Providing focus, motivating, coaching, organizing, and appraising).
- Excellent communication skills - approachable
- Ability to adapt to change
- Reliable, disciplined with high integrity and strong work ethic.
- Ability to work as part of a team.
- Ability to keep a positive attitude
- Demonstrated ability to value employees
- Ability to constructively criticize and to receive criticism
- Proactive organizational skills.

Physical Demands & Work Environment:

Physical demands are classified as Sedentary - lifting no more than 10 pounds at a time and occasionally lifting or carrying articles like docket files, ledgers, and small tools.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

-Performs administrative office Functions - Constant