Saint Michael's College
Job Description

Job Title: Director of Academic Support Services

Department: Academic Affairs

Supervisor or Manager: Joan Wry, Associate Dean of the College

Date Created: 06/29/2011    Last Revised: 06/29/2011    FLSA Status: E

Approved by (print name): ________________________    Signature: ___________________________

It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
• Efficient and effective delivery of academic support services to all students
• Confidential and effective delivery of information and support to students, faculty, staff and families regarding disability services
• Improved integration and coordination of peer coach training and delivery of services to students in all areas of academic support - writing, quantitative, general study skills, specific content areas.

Essential Duties and Responsibilities:
• Provide primary interface among faculty, staff, parents and students with regards to learning differences;
• Provide centralized support and coordination for academic support services personnel;
• Provide training and support for those students with academic challenges ("high risk") and their advisors;
• Supervise intern for Accessibility Services;
• Teach and/or provide support for Seminars for Academic Success, offered each semester.
• Participate in recruitment and training of peer coaches;
• Offer study skills and time management skills workshops in collaboration with the Peer Tutoring Office;
• Serve as primary contact for day-to-day academic resource center issues as they arise.

Secondary Responsibilities:
• Work with other staff in Academic Affairs to educate campus on issues of student progress and retention;
• Work with others in Academic and Student Affairs to explore possibilities for grant-funded initiatives that will facilitate student retention and success.

Positions Supervised:
• Intern for the Office of Disability Services; Administrative Assistant (with others)

Position’s Major Contacts:
• Director of Peer Tutoring;
• Quantitative Skill Coordinator;
• Director of the Writing Center; faculty;
• Student Health Services;
• Associate Dean of the College

Demonstrates Excellence in this Position:
• Employee should be knowledgeable of the most current research and practices regarding accessibility services and physical and learning differences as they relate to academics, and general information about academic support, in order to achieve the goal of coordination of delivery of academic support services to all students.
• Employee must be able to facilitate the coordination and integration of all of the academic support services (peer tutoring; quantitative tutoring; general study skills training; support through the Writing center) while not having direct supervisory responsibilities over the staff who direct these offices. This will require sensitivity and excellent
interpersonal skills, and the ability to create an environment of collaboration and shared vision. In order to provide adequate resources to students, the employee must be able to develop and maintain a sense of trust and respect with the faculty.

**Education and Work Experience Required:**
- Advanced degree or equivalent combination of education and experience
- At least 5 years of experience providing direct academic support services, including those with learning differences

**Analytic Skills Required:**
- Ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required

**Language and Literacy Skills Required:**
- Prepares and delivers written and spoken information to various groups. Effectively manages meetings. Often in speaking, represents the institution to the audience.

**Computer/Technology Skills Required:**

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<thead>
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<th>Software</th>
<th>Level</th>
<th>Knowledge</th>
<th>Intermediate</th>
<th>Proficient</th>
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<td>Microsoft Word</td>
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**Licenses, Certifications and Other Requirements:**

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range

While performing the duties of Coordinator of Academic Programs, the employee is occasionally required to lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.