

## Student Support Services Director/Counselor

**Position Title:** Student Support Services Director/Counselor  
**Contract Term:** 12-month  
**Accountable To:** Vice President of Student Affairs  
**Salary:** \$52,671 - \$57,185

**Summary of Position:** The Student Support Services (SSS) Director/Counselor carries the responsibility for administration and oversight of the project. Will supervise staff, ensure documentation is maintained, reports are completed, and maintain fiscal integrity of the project. Will also include administrative and direct service to students (counseling, career/transfer guidance, conducting trainings, etc.). Will provide direct student service including trainings and personal, college, financial, and career advising for students.

### **JOB CHARACTERISTICS:**

**Nature of Work:** The Director is responsible for the overall success of SSS Program and ensures that goals and objectives of SSS program are successful. The Director works with staff to maintain student records of 140 or more students and cooperatively implement student referrals for tutoring, counseling, advising and academic needs.

**Personal Contacts:** Daily contact with students and SSS employees.

**Supervision Exercised:** Supervises SSS Specialist and Peer Mentors.

**Supervision Received:** Vice President of Student Affairs.

**Essential Functions:** Must understand budgeting and federal regulations. Must have effective oral and written communication skills and computer knowledge. Responsible for maintaining student files and preparing reports.

### **RESPONSIBILITIES:**

- Ensure all aspects of the Student Support Services Project are properly implemented.
- Plan, implement, and monitor all activities of the SSS Project, including monitoring of budget and work with the Business Office.
- Maintain records as required by the funding agency and TMC to document Project activities.
- Prepare required reports (Annual Performance Report) for Administration and the U.S. Dept of Education.
- Serve as counselor and advisor to SSS participants and maintain records of progress.
- Approve all participant eligibility and prepares final list of participants each year for coordination with other TMC programs including the Retention Officer and instructors.
- Provide training to staff, mentors, and students.
- Develop and provide annual orientation to students and instructors on SSS.
- Supervises, coordinates activities, and assists in implementing tasks of the SSS staff.
- Prepares the SSS Student Handbook.
- Coordinates ongoing (weekly) assessment of SSS project activities to monitor student progress and coordinate project improvement modifications as needed.

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- Ensure career activities for SSS students are conducted which may include career interest surveys, career services, career training, student/family advising, assessment, reporting, assistance identifying career exploration and internship opportunities, and linkage with TMC Dean of CTE and ND Workforce resources.
- Coordinate transfer activities for SSS students, including but not limited to coordination of resources, information, and campus visits, assistance with completion of transfer/admission forms, and wide range of follow up activities to support successful transition for SSS students.
- Serve as the liaison between the project and other college areas including the Vice President of Student Affairs, Vice President of Academic Affairs, TMC Administration, student service programs, and instructors.
- Must be organized, reliable, highly accurate in the maintenance of records, maintain highest levels of confidentiality, and establish effective relationships.
- Must be team oriented yet possess the ability to work independently.
- Work on institutional committees as assigned.
- Must be able to travel.
- Performs other duties as required.

### **JOB REQUIREMENTS:**

**Knowledge:** Knowledge of federal regulations, privacy act, student rights, and budgeting.

**Skills:** Supervisory experience. Time management and effective communication skills. Strong collaboration and teamwork skills.

**Abilities:** Ability to work with all ages. Highly organized.

**Physical Demands:** Must be able to sit for long periods of time working on the computer, lift up to 20 lbs. occasionally, stand for long periods of time and walk short distances frequently.

### **REQUIRED QUALIFICATIONS:**

- Bachelor's degree in counseling, guidance, social science or related field.
- One-year experience in personal/career counseling, guidance or a related field.

### **PREFERRED QUALIFICATIONS:**

- Master's degree in counseling, guidance, social science or related field.
- Three years' experience in management (experience in designing, managing or implementing SSS or similar projects).
- Experience working with college students.
- Having a background similar to SSS students, e.g., low income, first generation college students or individual with a disability.

Written: 10/20

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