

Roanoke Higher Education Center

Position Description

Job Title: **Student Services Manager**
Date: June 2024
FLSA Status: Exempt
Department: Academic & Student Services
Reports To: Senior Director of Academic & Student Services

SUMMARY

Provides overall management, coordination, and supervision for the Career and Student Success Centers. Works with students from diverse backgrounds and assists them with determining and pursuing education, training, and career goals. Provides constructive feedback, assessment, and evaluation of students' skills, and assists them with job searches and career paths. Facilitates college-specific programs, activities, and functions that enhance student success. This position may assist the Senior Director of Academic & Student Services with other day-to-day operations as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Connect with students to help define life and career goals.
- Assist and guide students in selecting possible academic programs, skill-building paths, and training.
- Coordinates student referrals to member institutions.
- Plans job fairs, open house events, onsite interviewing, and other student-focused activities.
- Collaborates with representatives of business and industry to plan the most effective use of Career Center services.
- Maintains a variety of records and prepares reports detailing Centers' usage and other data; inputs and maintains student files.
- Research and compile data and prepare special reports.
- Assist in orientations/tours to students, high school groups, community organizations, business and industry, and the general public.
- Oversee and monitor the budget process for assigned areas.
- Supervises assigned staff to achieve continual improvement of the efficiency and effectiveness of operations and provides staff with professional and personal growth as resources allow.
- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Works as a "team player" with all RHEC staff to meet the expectations of the students, members, and the community showing respect for individual diversity.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Student Success Center Coordinator
- Career Center Assistant
- Federal Work-Study Students

JOB KNOWLEDGE, SKILLS AND ABILITIES

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

- Must be proficient in Microsoft Office Suite, Internet research, bibliographic databases, and other administrative software.
- Must be able to communicate verbally and in writing in the English language.
- Knowledge of counseling and career development theories and techniques; individual and group counseling techniques skills to assist individuals with career decision and development.
- Demonstrated sensitivity and demonstrated ability to work with a variety of populations, understanding FERPA and confidentiality requirements.
- Experience conducting presentations, workshops, and/or training in person and online with a college-educated population.

EDUCATION AND/ OR EXPERIENCE

- A Master's degree from an accredited college or university in counseling, social work, sociology, psychology, or a related field is required.
- At least 3 years of relevant professional experience in higher education preferred.
- Experience mentoring, coaching, leading, and/or advising in a higher education setting

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

PHYSICAL DEMANDS

The physical demands described here represent 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 disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and / or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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 essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Supervisor's Signature

Date:

Approved by Kay Dunkley, Ed.D.

ACKNOWLEDGEMENT

My signature below acknowledges that I have reviewed and discussed with my supervisor the duties and responsibilities outlined in this document. I further acknowledge that these duties and responsibilities will be used as a basis upon which my work performance will be evaluated.

Employee's Signature

Date:

Employee's Name (Please Print)

