

University of Houston – Clear Lake

Position Description

Job Title: **Associate Director, Student Assistant Center**

Job Code: **3572**

Pay Grade: **050** FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Master's Degree	
Experience	Three to five years working in support service programs	Bi-lingual skills
License/Certification		Some experience in higher education setting

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The Associate Director is responsible for the following: Develop and manage the Student Assistant Center. Supervise three Student Assistant Center Coordinators. Coordinate the scheduling for professional staff and student staff. Serve as primary point of contact for the university community regarding internal concerns dealing with (i.e., Records, Admissions, Financial Aid, etc.) Assist the Dean of Students in developing and assessing retention/learning outcome program. Will oversee the hiring, training and professional development of professional staff; budget oversight.

Duties and responsibilities	% Time
Develop and manage the Student Assistant Center to include planning and goal setting, assessing its performance, learning outcomes and initiatives to increase student retention.	30
Superivse three professional coordinators, to include all hiring, training and professioal development of professional and student associates.	20
Assist the Dean of Students with developing and assessing retention/learning outcome programs. Collaborate with other offices, records, admissions, cashier's, etc, to improve customer service for students.	20
Ensure students have accurate up todate information on-campus and at distance locations.	10
Working with students to problem solve university related issues.Other duties assigned.	10
Other duties as assigned.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.