Title: Director, One Stop Student Services  

Pay Scale Group: 21

Essential Function

Under general supervision from a designated administrator, provide general administration and management of the One Stop Student Service Center.

Characteristics Duties

• Create One Stop mission, vision and direction supportive of the Department of Enrollment Management goals, Division of Student Affairs and Services and the university.

• Oversee the One Stop activities (e.g., manage daily operations; develop and implement office policies and procedures, resolve complex problems, develop and implement crisis intervention strategies).

• Responsible budget officer for the One Stop Center (e.g., set budget priorities, approve expenditures, reallocate funding as needed).

• Develop long-term and short-term strategic plans, set annual goals and objectives, and monitor progress.

• Counsel students and other diverse public in various areas (e.g., collections, financial aid, student accounts, student records and registration).

• Create and maintain organizational structure to support Student Financial Aid Office operations to ensure fast and efficient delivery of services.

• Design, develop and implement service programs for students and other publics; coordinate service efforts to improve student retention.

• Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

• Perform related duties based on departmental need.

Minimum Qualifications

• Bachelor’s degree with seven (7) years experience; -OR- Associate’s degree with nine (9) years experience; -OR- eleven (11) years experience. Degree must be in related field. Experience must be in counseling or as a service provider. Experience also requires at least three (3) years supervision.

Last updated: January 2007