

Job Description

Position Title: Director of Counseling, Training, and Development

Job Family: Student Affairs

Job Level: Director

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Director of Counseling, Training, and Development leads strategic planning, administration, and coordination of a Student Services function. Ensures operations and coordination of programs related to Academic Success Counseling, Program Advising, Transfer Advising, Student Affairs Training, and Student Affairs Peer Mentor Training and Development. Collaborates with other Student Affairs leadership to ensure coordination between academic and student services.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Supervises staff to support College strategic plans. Prioritizes and assigns work, ensures staff training, conducts performance evaluations, and makes hiring, termination, disciplinary recommendations.
2. Provides Leadership and Supervision for Program Advisors, Academic Success Counselors, Student Affairs Training Coordinator, and serves as Lead for Peer Mentors Training and Development. Implements training programs for academic advisors and other student affairs teams to ensure they are well-equipped to assist students.
3. Provides leadership for various workgroups including New Student Orientation training and Advising Training. Serves on other College committees as determined appropriate.
4. Incorporates National Academic Advising Association (NACADA) standards and uses standards to develop Academic Advising caseloads.
5. Responds to complex issues or policies which impact advising programs, services, and operational needs.
6. Directs and supervises the collection of technical data and the preparation of a variety of complex reports, statements, and communications impacting employees, programs, grants, and service providers or vendors. Provides analysis and recommendations.
7. Directs the activities of assigned programs or services. Provides planning, implementation, administration, and evaluation for projects and services. Implements process improvement that impacts the College and ensures alignment with the college mission.
8. Develops, administers, and monitors budgets; implements and allocates resources following budget approval. Approves expenditures.
9. Provides subject matter expertise in various student and academic affairs advising policies and procedures. Develops, plans, implements, and administers organizational goals and objectives. Collects data for report preparation.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of advising and counseling practices.
3. Knowledge of business management and fiscal practices.
4. Knowledge and application of various instructional methodologies.
5. Knowledge of principles and methods for promoting programs and services.
6. Knowledge of internal and external customer service principles and practices.
7. Skill in people leadership and supervision.
8. Skill in effective communication (both written and oral).
9. Skill in budget/resource management.
10. Skill in organization, coordination, and management.
11. Ability to develop and maintain effective and positive working relationships.
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

- Institutional Leadership: Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in Education, Counseling, Leadership, or a closely related field of study required.
- Five (5) to eight (8) years of related experience required.
- Eight plus (8+) years of related experience preferred.
- Three (3+) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License