University of Wisconsin-Superior  
Student Support Services  
Student Support Services Program Manager

Working Title: Student Support Services Program Manager  
Hays Hill Title/Level: Instructional Program Manager I  
Appointment: 100%, 9-month, renewable  
Positional Report To: Student Support Services Director, Office of Student Support Services

Position Summary:  
The Instructional Program Manager I collaborates with UW-Superior campus partners and works with Student Support Services (SSS) staff to provide classroom instruction, assist with the Academic Support Center (ASC) Tutorial Lab, and provide academic services. This position is primarily responsible for the ACCESS/BRIDGE Program, teaching IDS classes, academic advising, and administering the UW-System Placement and standard testing.

Duties and Responsibilities:

- Assist with recruiting, hiring, training, and supervising tutors and mentors.
- Assist with organizing tutorial instruction across the content areas.
- Coordinate and train all staff needed to assure proper test administration.
- Participate in the diagnosis of student needs and secure specific tutors and services as requested.
- Assist with the identification and selection process of the Student Support Services (SSS) participants.
- Review and evaluate student applications for potential acceptance as ACCESS students.
- Serve as liaison between UW-Superior and UW-Barron County.
- Evaluate all UW-Barron County ACCESS participants for admission to UW-Superior BRIDGE program.
- Advise or assure proper advisement of all ACCESS and BRIDGE program participants.
- Assist and coordinate with the SSS Orientation—Strategies for College Success and Mentor Program.
- Assign students and tutors according to participants needs.
- Provide comprehensive educational advising, including assistance in developing a detailed Individual Educational Plan (IEP) and developing goals for overcoming life challenges.
- Provide academic support and services to SSS participants and meet with participants on a regular basis, at least three times per semester and more as needed.
- Plan and teach three sections of Interdisciplinary Studies, IDS 095 each semester.
- Teach one section of the Teacher Education, TED 305 Tutoring Practicum each semester.
- Schedule and administer all standardized tests, including but not limited to UW-System Placement Tests, ACT tests, SAT tests, CLEP tests, DSST tests.
- Assist with administering exams for students with disabilities.
- Score and record student test results in a timely manner, when appropriate.
- Assist with Tutor.com, an online tutoring program.
• Provide SSS and ACCESS/Bridge participants with guidance in career exploration and decision-making, advise students in course selection, and refer participants to the university partners and resources as needed.
• Assist SSS and ACCESS/Bridge participants with understanding the full range of the Federal Financial Aid programs including FAFSA completion.
• Represent SSS at various campus activities and community events.
• Perform other duties as assigned.

Knowledge, Skills and Abilities
• Commitment to serve the needs of nontraditional, underrepresented, and disadvantaged students.
• Experience in overcoming barriers of underrepresented and disadvantaged students.
• Knowledge of issues pertaining to retention of low-income, first-generation, disabilities, underrepresented students, particularly early undergraduates.
• Knowledge and experience working with integrated student information systems, such as PeopleSoft.
• Excellent interpersonal oral and written communication skills.
• Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook).
• Ability to communicate effectively across cultural boundaries and work harmoniously with diverse student population, staff, and faculty.
• Ability to effectively collaborate with numerous campus partners: students, faculty, staff, and administrators.
• Ability to work in a multidisciplinary setting and to foster a creative, innovative, positive, fun learning and work environment.
• Ability to plan and organize events.
• Ability to work evenings and weekends as needed.
• Ability to function effectively in stressful and fast-paced work environments.
• Ability to work with minimal supervision and as a team member.

Minimum Qualifications:
• Bachelor’s degree from an accredited institution in education, counseling, psychology and/or related appropriate field.
• Experience recruiting, hiring, training, and supervising tutors and/or student assistants.
• At least one year of teaching experience in a college/university level, i.e. Collegiate Study Skills Courses.

Preferred Qualifications:
• Master’s degree from an accredited institution in education, counseling and/or related field.
• At least two years of experience working with nontraditional and/or disadvantaged students in a college/university setting.
• Experience working with a TRiO Program, Student Support Services, or Upward Bound program.