UNIVERSITY OF WISCONSIN-SUPERIOR

POSITION DESCRIPTION

DIRECTOR, TRIO STUDENT SUPPORT SERVICES (SSS)

Working Title: Director, TRIO Student Support Services
Hayes Hill Title: Instructional Program Manager
Unit: TRIO Student Support Services
Position reports to: Interim Executive Director of Student Success
 Appointment: Academic Staff (100% Annual: 12 Month/40 hours/week; renewable contingent on successful federal grant funding)

Position Summary: The Director of TRIO Student Support Services will provide complete oversight and administration of the UW-Superior TRIO Student Support Services five-year grant program as a part of the U.S. Department of Education. This is a 100% full time and effort, 12-month, renewable (based on successful grant funding) position. This position has delegated authority for all decisions related to fulfilling the federal requirements of the TRIO Student Support Services grant program within the guidelines presented by the U.S. Department of Education and UW-Superior grants office. This position may require evening and weekend hours with some regional, state, and national travel. This position is based on the UW-Superior campus in Superior, Wisconsin.

Position Description:

- Oversee the administration of the TRIO Student Support Services grant while coordinating day-to-day office functions
- Supervise two professional staff and several student success coach staff
- Recruit, retain, engage, support, and evaluate 160 program participants as per grant requirements on an annual basis
- Manage annual federal and university budgets in accordance with university and federal spending legislation and regulations
- Delegate participants to team members for student case management in fulfillment of grant requirements to meet grant objectives
- Maintain all records for U.S. Department of Education Annual Performance Report in Blumen Online TRIO record database
- Complete Annual Performance Report for U.S. Department of Education
- Participate in any audits, site visits, and consultations with other TRIO staff
- Engage in regular required and recommended Priority training as well as national, state, and regional conferences
- Administer Grant Aid process for students who qualify for additional financial assistance
• Facilitate academic and personal success planning with an individual caseload of 45-60 students in conjunction with other team members.
• Provide appropriate referrals and follow-ups with students who are in need of additional assistance on campus
• Engage in continuous improvement processes and evaluation within program
• Collaborate with key partners within the Division of Student Success, Division of Student Affairs, Athletics Division, Enrollment Management, Academic Affairs, Business Office, Advancement, Marketing, etc.
• Other duties as assigned by the Executive Director of Student Success

Knowledge, Skills, and Abilities

Highly qualified candidates will demonstrate knowledge, skills and abilities in many of the following:

• Demonstrated experience in supervision of professional, graduate, and/or student staff
• Demonstrated understanding of the needs of nontraditional, minority, low-income, and students with disabilities
• Able to write and/or administer a large grant, interpret federal regulations, and prepare reports.
• Demonstrated experience speaking comfortably in public to small and large groups
• Demonstrated experience working collaboratively with academic, administrative, and non-academic peers in an educational setting
• Demonstrated experience creating, facilitating, or evaluating high quality programming
• Knowledge of college admissions requirements, financial aid processes, and academic advising strategies
• Demonstrated skill in teaching organizational and academic skills to assist students
• Demonstrated strength in communication and interpersonal skills
• Knowledge of and/or experience with implementing and/or supporting student retention initiatives.
• Demonstrated capability to manage and monitor multiple budgets.
• Demonstrated experience providing leadership, coordination, direction, and supervision for professional and student staff
• Demonstrated experience to willingly anticipate, identify, and adopt change
• Demonstrated skills with office-related computer applications, including word processing, database, spreadsheet, presentation software, customer relationship management software, and other management tools
• Demonstrated ability to work with confidential and sensitive information and records
• Demonstrated commitment to equity, diversity, and inclusion in professional work
• Ability to participate in evening, weekend and regional, state, and national travel commitments as necessary and required

Required qualifications:
• Conferred Master's degree in education, counseling, or a related field from an accredited institution.
• Four or more years of successful professional experience in education
• Demonstrated experience working with the target population of students with disabilities, or low-income students, or first generation students
• Demonstrated experience in program/service design, implementation, administration, and evaluation
• Demonstrated experience in academic or personal coaching or advising, preferably in a higher education setting
• Three or more years of successful experience supervising professional, graduate, or student staff

Preferred qualifications:
• Four or more years of successful professional experience in higher education
• Prior experience working with TRIO programs
• Experience with Blumen Online TRIO or other database management systems
• Familiarity with PeopleSoft, EAB Navigate, and/or other data management software