



Classification Description

Job Title: Director, Student Transitions

Pay Grade: 117

Job Code: 4052

FLSA Status: Exempt

Job Purpose

The Director, Student Transitions coordinates and provides leadership for the successful conceptualization and implementation of an integrated first-year experience program for the College, provides leadership, management, and administration for all Student Transition programs, education, and trainings including, but not limited to, New Student Welcome, Orientation, First Generation initiatives, non-traditional student, high risk student initiatives, and other related programs. This position also assists with Cornerstone course co-curricular programming, new student programming and orientation, and other programs, such as Guided Pathways, related to student enrollment, retention and graduation for all FSW students.

The Director strives to meet the needs of first year and/or high-risk students; enhances service to student transition programs to enhance student success and transition; and provides direction to College-wide, cross-functional efforts to promote student learning, persistence, retention, and academic success for all students.

This position reports to the Assistant Vice President, Student Success and collaborates closely with the Director of Student Engagement, Enrollment Services, faculty, staff, and students. The Director, Student Transitions will implement a systematic and comprehensive approach which includes programming, education, recognition events, and implementation of educational opportunities with Student Transitions for first generation, new, and high-risk students at FSW. This position will be required to work some nights and weekends.

General Responsibilities

Essential Functions

Leads the planning, coordinating, and execution of New Student Welcome, Orientation, programs, Cornerstone course co-curricular programming, and other programs related to student enrollment, retention, and graduation for all FSW students using multi-media approaches. Also coordinates, evaluates and implements communication, scheduling, and marketing of these programs.

Develops cohesive and integrated academic and co-curricular programs in support of the Cornerstone course.

Monitors Student Transitions budget and expenditures.

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Advises Alpha Alpha Alpha (the First-Generation Co-Ed Fraternity) and implements the induction and intake process for this organization.

Applies and certifies FSW for the First Gen Forward certification annually.

Supervises the Adult Learner Services Coordinator, Coordinator for Student Transitions, and Sr. Coordinator for Student Transitions.

Implements, creates, and manages New Student Welcome, First Generation, Nontraditional, and Adult Learners education and programming.

Assists with Cornerstone course and advising Peer Mentors.

Collaborates and coordinates with Academic Affairs and Student Affairs to ensure appropriate academic and student services support is given to first generation, adult learners, and high-risk students aligns with Guided Pathways.

Recruits, selects, and trains student assistants for the department of Student Transitions.

Assists with the training and development of peer mentors and Orientation leaders.,

Supervises and conducts performance evaluations of assigned staff.

Participates in committee meetings.

Creates and submits semester and yearly assessment for the Student Transitions and completes and submits annual program review for each program.

Represents and communicates the new student and first-generation initiatives to the campus community.

Serves as a member of the Student Success Senior Leadership Team.

Maintains an understanding of current ideas, research and practices pertaining this position, through continued study and participation in professional organizations. Oversees the communication process between the College, incoming students, families, College offices, regarding orientation and other related programs.

Advises, programs, and communicates with FSW families.

Maintains community contacts and contacts with other appropriate professionals in the state, to include individuals, groups, and service agencies; attends state and regional meetings, as appropriate.

Assists with additional co-curricular programming and events designed for second-year student retention and success.

Performs other duties as assigned.

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These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in student personnel services, educational leadership, higher education administration, or related field.

Three (3) years of full-time professional work experience in a student-centered area within a higher education setting. Appropriate combination of education and experience may be substituted.

Strong leadership skills and a working knowledge of effective decision-making and conflict resolution techniques.

Strong written and oral communication skills.

Demonstrated experience in planning, implementing, and evaluating similar programs in an institution of higher education.

Demonstrated knowledge of event planning for large-scale programs with requisite organizational and analytical skills.

Personal and educational philosophy compatible with the goals, objectives, and mission of the College.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.

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- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: December 6, 2022. Revised: July 1, 2023.