



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE:	Program Director – Student Success Centers
LOCATION:	Student Success Center
REPORTS TO:	Dean of Students
GRADE:	CCRIPSA 14
WORK SCHEDULE:	35 hours per week; normally Monday through Friday. Hours may vary based on the needs of the department.
SUPERVISES:	Success Center Professional, Support and Student staff

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: <https://www.ccri.edu/equity/culture/guidingprinciples.html>

BASIC FUNCTION:

This position is responsible for leading and managing the Student Success Center (SSC) at all campuses. Provide academic support services, advising, community resource referrals and other related services to support student persistence and retention. This position is also responsible for managing the marketing of programs and services, evaluation of program activities and supervising professional and support staff, and collaborating with all areas of the college.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees the peer group tutoring, study skill workshop, and all Student Success programs and operations at all campuses.

- Serve as the campus site coordinator for the Knight SSC.
- Hire, train, schedule, supervise, and evaluate the performance of the SSC campus Coordinators. Identify personnel needs and allocate resources,
- Supervise and conduct training and orientation services for all SSC staff and instructors.
- Provide academic and student support services to increase retention and persistence.
- Assist Dean in the planning, development, implementation, and evaluation of the all of the Center's instructional and learner support services.
- Provide individualized academic support guidance and group workshops on such topics as study skills, time management, test-taking, and college adjustment.
- Work with faculty to identify and refer high risk students to Success Centers, improve retention, and service delivery, and ensure cohesive, interconnected effort.
- Work with faculty to assist with the coordination, scheduling, outreach, and promotion of the Center's teaching/learning offerings.
- Market programs and services and monitor student participation and use for all campuses
- Assist with the Budget development and prioritizing of resource allocations; guide short and long range planning efforts.
- Develop and maintain close working relationships with academic departments and divisions within the college.
- Develop and maintain close working relationships with external community agencies and other student support referral sites.
- Communicate effectively with Dean and all other staff in order to ensure the successful operation of the office.
- Develop reports and documents as requested.
- Participate in college activities, including committee work, student orientation activities, and other college events.
- Perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computer, telephone, fax machine, copy machine, calculator

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- Master's degree in related field, such as education, counseling, social work required.
- A minimum of seven (7) years' experience in providing student support services, such as student advisement, tutoring, learning disabilities assessment, student success workshops required.
- Demonstrated advocacy and commitment to student success and a deep understanding of the challenges faced by community college and developmental education students.
- Significant professional experience with problem solving and conflict resolution.
- Well developed oral and written communication, planning skills, and adaptability.
- Experience in project management, teambuilding, and budget management necessary.
- Ability to establish and maintain cooperative working relationships with faculty, staff and students essential.
- Strong computer application skills, including knowledge of MS Word, Excel, and Power Point required. Experience with PLATO, LASSI and Tutor Track preferred.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:
<https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

SA502460_OCT2013

Knight Campus

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345