TITLE: Associate Dean of Student Success and Completion

DEPARTMENT: The Department of Retention and Completion

FUNCTION: To support the Dean of Student Services to improve and advance systems that support student persistence, retention and completion; and ensure effective use of technology throughout all department functions.

REPORTS TO: Vice President of Student Affairs

SUPERVISES: Student Success and Completion Facilitator and other staff and student workers as assigned.

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Manage team for the purpose of improving student and college success in the areas of retention, persistence and completion/graduation

2. Collaborate with the IT department to use and develop appropriate reporting tools to extract information, as needed, from Datatel’s Colleague system

3. Utilize business process analysis models to generate and analyze data

4. Manage, develop and support systemic improvements and changes to current practices related to student persistence, retention and completion numbers and rates

5. Research, develop and implement plans to retain students

6. Maintain up-to-date knowledge of all college curricular and academic regulations

7. Interface with areas and personnel of the College both within and outside of Student Affairs such as Center for Student Success, Financial Aid, Enrollment Services and Faculty, as needed

8. Plan, conduct and participate in, as appropriate, on campus and off campus activities

9. Utilize best practices models to implement and maximize the use of technology to ensure consistent uniform processes
10. Participate in professional organizations, and collaborate with state affinity groups and regional organizations to pursue and enhance retention and completion initiatives.

11. Participate in annual campus commencement ceremony and related activities.

12. Develops a set of core outcomes for unit and measures and tracks annual performance against objectives; prepares and submits annual assessment report to the designated office; and fully engages with the College’s Outcomes Assessment Program.

13. Prepares, track, monitors, and adheres to an annual budget.

14. Acts as performance manager for all direct reports including managing day to day performance, producing and communicating written performance evaluations, approving requested time off, and other points of compliance with HR rules, regulations and unit collective bargaining agreements.

15. Subject to senior management review and final board approval, has the responsibility, power and authority to hire, fire, discipline and promote full and part-time employees.

16. Performs additional tasks or duties as assigned by the Vice President, Student Affairs or other designated management.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities: Full knowledge of technology and student record management software. Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Leadership
- Managing People
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Master’s degree or a higher degree in higher education, business, technology or related areas.

Experience: Minimum of five (5) years experience in higher education preferably in the area of student and customer service and technology
Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE