

## EXECUTIVE DIRECTOR OF STUDENT LIFE & CIVILITY

### Job Description

**CATEGORY:** ADMINISTRATIVE AND PROFESSIONAL  
**POSITION STATUS:** FULL-TIME  
**FLSA STATUS:** EXEMPT  
**SALARY CODE:** 12  
**REPORT TO:** VICE PRESIDENT OF STUDENT SERVICES  
**REVIEWED DATE:** APRIL 04, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

#### JOB SUMMARY

Provides vision, leadership, and administrative oversight for all Student Life and Recreation Center functional areas; which include counseling, disability support services, career readiness, university transfer, job placement, student activities, intramural sports, club sports, and wellness programming. Ensures all programs, activities and services support and complement the students' academic experience. The position also assists students in resolving disputes and conflicts in a way that facilitates individual responsibility, contributes to their maturation, and promotes the development of self-advocacy skills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops, directs and evaluates innovative programs and services that enhance student involvement and support student learning and personal development outside the classroom.
- Works closely with the College's Student Services Team and community partners to develop and implement strategies to increase student retention, graduation and university transfer.
- Provides for equitable and accessible delivery of Student Life programs and services, ensuring proper risk management compliance.
- Maintains records in accordance with State, Federal, and institutional regulations and provides accurate data for submission of State and Federal reports.
- Develops and directs recreation programs, fitness programs, tournaments, and all events within the Recreation Center facilities and athletic fields.
- Oversees the scheduling of the recreation Center facility and manages space utilization efficiently and in the best interest of the campus community.
- Develops and oversees the enforcement of Recreation Center facility and program rules, regulations and admittance guidelines.
- Develops and implements a marketing plan to promote recreation, health and wellness programs and services to the College community.
- Develops and implements procedures to address risk management issues and trains staff in procedures and processes related to the safe operation of the Recreation Center and delivery of programs; ensures staff demonstrates proper exercise techniques and use of equipment to members.
- Performs frequent inspection of the Recreation Center facility and equipment and ensures all equipment is cleaned, maintained and inspected according to a regular schedule; researches and

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recommends appropriate purchases of fitness equipment and develops a replacement schedule for fitness equipment.

- Develops and implements the various institutional forms used by the Student Life, Recreation Center, and Civility functional areas.
- Coordinates the creation and implementation of a strategic plan for the Student Life and Recreation Center functional areas of the College, in collaboration with the Vice President of Student Services.
- Reviews, maintains and evaluates the budget for the Student Life and Recreation Center functional areas, in collaboration with the Vice President of Student Services.
- Serves as mediator and creative problem-solver; promotes the development of critical thinking skills by helping students act on their own behalf in resolving conflicts.
- Administers student conduct as directed by the Vice President of Student Services.
- Receives student complaints and appeals and responds to inquiries regarding College complaint, appeal, and student conduct processes.
- Develops marketing strategies to disseminate information on services available to the College community; educates students, faculty and staff regarding College complaint, appeal, and student discipline procedures through individual consultation, workshops, and class presentations.
- Travels occasionally to various locations in Cameron and Willacy counties to fulfill position responsibilities.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Maintains awareness of best practices, emerging trends and new legislation relating to the Student Life, Recreation Center, and Civility functional areas.
- Represents the Student Life, Recreation Center, and Civility interests of the College in regional and state meetings and serves as liaison to other colleges and universities within the state and region for work on collaborative grants and projects relating to Student Life, Recreation Center and Civility.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the Student Life, Recreation Center and Civility functional areas.
- Assists with the process for systematic review and evaluation of the Student Life, Recreation Center and Civility functional areas per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.

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- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

**REQUIRED KNOWLEDGE AND SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Demonstrated knowledge of the student life functional area and the administration of such functions.
- Knowledge of mediation and conflict resolution techniques.
- Knowledge of human behavior and performance.
- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.
- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB, as well as other state and federal laws and regulations regarding financial aid.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups, as needed.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and

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communicate with others.

- Ability to perform and excel in a high-tech all-digital environment.

**REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Master's degree from an accredited college or university.
- Minimum of three (3) years of administrative experience in student life and/or recreation programs in a comprehensive community college or university.
- Demonstrated experience resolving disputes and conflicts in a college environment.
- Demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high-volume workflow office.
- Experience working effectively in a team environment with a customer service focus.

**PREFERRED EDUCATION AND EXPERIENCE**

- Community college experience in the administration of student life and/or recreation programs.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

**CERTIFICATES AND LICENSURES**

None required.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; talk; and hear. The employee is occasionally sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

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Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_

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**Posting Specific Questions**

Required fields are indicated with an asterisk (\*).

1. \*How did you hear about this employment opportunity?
  - TSC Website
  - HigherEdJobs
  - Indeed
  - LinkedIn
  - Specialty Job Board
  - Facebook
  - Work-In-Texas/ Texas Workforce Commission
  - Job Fair
  - Personal Referral
2. \* Do you have a master's degree from an accredited college or university?
  - Yes
  - No
3. \* Do you a minimum of three (3) years of administrative experience in student life and/or recreation programs in a comprehensive community college or university?
  - Yes
  - No
4. \* Do you demonstrated experience resolving disputes and conflicts in a college environment?
  - Yes
  - No
5. \*Do you have demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office?
  - Yes
  - No
6. \*Do you have experience working effectively in a team environment with a customer service focus?
  - Yes
  - No
7. Do you have community college experience in the administration of student life and/or recreation programs?
  - Yes
  - No
8. Do you have demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
  - Yes
  - No