The Assistant Dean for Student Support Services is responsible for collegiate success programs for over 14,000 students in the College. Such programs include academic advising, career services, individualized degree program options, specialized services for students of color and first-generation college students, experiential learning opportunities (including service learning and internships). The assistant dean is also responsible for curriculum related to the first-year experience, student engagement, and career and internship services.

The assistant to the assistant dean works closely with the assistant dean and other unit leadership to plan, carry out, and assess the administration of the unit.

The assistant dean seeks an energetic person who is able to work productively in a fast-paced and complex educational environment. The position affords an excellent opportunity to learn about and work with all facets of academic student services work in a university setting. Initiative, flexibility, a desire to learn, and a passion for the job are important attributes for the successful candidate.

Responsibilities

**Subject knowledge expert in student conduct (40% of time)**
- Serve as subject knowledge expert in student academic conduct and student behavior conduct. Research and craft resolutions for complex cases. Coordinate, facilitate, and continuously review the misconduct appeals process. Serve as executive secretary to the CLA Committee on Student Scholastic Conduct. Convene and staff college hearing panels. Facilitate and review appropriate adjudication of student misconduct.
- Serve as collegiate point person to analyze and craft resolutions for student complaints and grievances and for complaints or grievances initiated by a parent or other member of the public on behalf of a student. Field concerns coming from dean’s office, provost’s office, and president’s office regarding individual student issues.

**Contribute to strategic leadership and provide project leadership (25% of time)**
- Contribute to unit strategic leadership (includes serving as member of unit Steering Committee).
- Take primary lead on various assigned projects that cross the entire unit (current examples include developing criteria for allocation of professional development resources to staff, and the redesign of policy and process interface between CLASS and units such as the Behavioral Consultation Team and the Office for Student Conduct and Academic Integrity)
- Serve as point person in the unit for communications with parents, including organizing and participating in parent orientation events and liaising with relevant University and College offices
- Look across the unit to identify strategies to increase the efficacy of student services and relevant policies and procedures
- Serve as unit point person for emergency response planning

**Assistant Dean’s Freshman Advisory Board (10%)**
- Serve as adviser to Assistant Dean’s Freshman Advisory Board, developing and implementing a year-long non-credit curriculum to give students the opportunity to develop their leadership capacities
Assist with documentation and communication and other work as needed (25%)

- Provide documentation and communication support for services and functions centered in the office of the assistant dean
- Serve on unit committees as needed (current examples include First Year Experience Coordinating Group, First Year Experience Analytics)
- Other duties as assigned.

Qualifications

Required:
- Master’s degree
- Three years relevant professional experience.
- Demonstrated successful experience in working with difficult and complex problems, concerning which there is no single obviously-correct resolution.
- Advanced computer skills and experience to include word processing, presentations, reports, spreadsheet, and web reporting tools.
- Excellent oral and written communication skills.
- Demonstrated commitment to equal opportunity and diversity and inclusion issues.
- Demonstrated ability to work collaboratively and to respond flexibly to a variety of assignments in a fast-paced working environment.
- Successful project management experience (working independently to carry out a significant project).

Preferred:
- Experience working with college-level students
- Successful experience in conflict resolution and in communicating and explaining complex institutional rules to people who believe they are being affected negatively
- Excellent ability to interpret, explain, and apply complex institutional policies and procedures
- Communication experience in a variety of formats and a range of different kinds of audiences
- Experience with training, staff development, and teaching
- Excellent analytical and problem-solving skills and experience
- Experience supporting high level administrator to anticipate and identify core issues facing the unit
- Strategic planning and reporting experience.

Appointment

100%, 12-month Administrative Professional, annually-renewable based on funding and performance. Starting salary is in the low 40’s with excellent benefits.

Application Instructions

All applicants must apply online at employment.umn.edu and attach a cover letter, resume, and contact information for three references. Incomplete applications will not be considered. Any additional documentation/materials beyond required materials will not be reviewed. Priority deadline is Thursday, February 13, 2014. Application materials will be accepted until position is filled.

The University of Minnesota is an equal opportunity educator and employer.