

**Job Classification:** Exempt, Full-Time Staff

**Work Schedule:** Monday – Friday, 8am – 5pm, additional hours as needed

**Location:** Manhattan Campus & MATC Affiliate Sites

**Reporting Relationship:** Dean of Institutional Effectiveness, CSSO

**Compensation:** Pay Grade 12 (Salary Range: (\$52,148 - \$84,708)\*

*\*Compensation will be determined based on the candidate's experience and education.*

## **PRIMARY ACCOUNTABILITIES:**

The Director of Student Success provides strategic leadership and operational oversight for student-facing service areas including recruitment, academic advising, financial aid, the welcome desk, and marketing. This role is responsible for creating an integrated, student-centered experience from initial inquiry through enrollment and beyond, with a strong emphasis on access, equity, and retention. This position works collaboratively across departments to ensure seamless student support, consistent messaging, and data-informed practices that drive institutional enrollment and student success goals.

## **PRINCIPLE RESPONSIBILITIES**

### **Leadership & Supervision**

- Provide direct supervision, coaching, and evaluation for staff in recruitment/admissions, academic advising, financial aid, welcome desk/front office services, and marketing.
- Foster a team culture focused on collaboration, accountability, and student-centered service.
- Lead regular team meetings and cross-departmental coordination efforts.

### **Recruitment & Enrollment Strategy**

- Oversee the development and execution of a comprehensive student recruitment plan, including outreach to high schools, community partners, adult learners, and special populations.
- Ensure timely and effective follow-up with prospective students.
- Monitor application and enrollment trends and adjust strategies accordingly.

### **Academic Advising & Student Onboarding**

- Ensure consistent and high-quality academic advising practices that support student goal setting, retention, and completion.
- Collaborate with faculty and academic leadership to align advising services with academic pathways.
- Oversee new student orientation and onboarding processes.

### **Financial Aid Administration**

- Provide leadership for the administration of federal, state, and institutional aid programs in compliance with all regulations.
- Collaborate with financial aid staff to improve processes, maximize aid eligibility for students, and promote financial literacy.
- Ensure effective communication of financial aid information to students and families.

### **Welcome Desk & Student Support Operations**

- Supervise front desk operations to ensure timely, welcoming, and accurate service delivery.
- Implement procedures to track inquiries, improve responsiveness, and provide efficient triage of student needs.

### **Marketing & Communications**

- Collaborate with internal stakeholders and/or marketing staff to develop outreach materials, digital content, and campaigns that support recruitment and enrollment goals.
- Ensure brand consistency and student-focused messaging across all channels.
- Oversee production of print, web, and social media content related to student services.

## **QUALIFICATIONS**

### **Required**

- Bachelor's degree in education, student services, business, communications, or related field.
- 5+ years of progressively responsible experience in student services, recruitment, advising, financial aid, or related areas.
- Demonstrated supervisory experience.
- Strong leadership, communication, and organizational skills.
- Proven ability to use data to inform decisions and improve services.

### **Preferred**

- Master's degree in higher education, student affairs, or related field.
- Experience in a community or technical college setting.
- Familiarity with CRM systems, SIS systems (e.g., Jenzabar), and federal/state financial aid regulations.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Professional and deadline-driven environment in an educational setting.
- Regular Interaction with students, staff, faculty, and community members.
- Ability to read screens/monitors and print materials and communicate effectively via instant message, email, text, phone, virtually, and in person.
- Ability to sit or stand for extended periods and operate standard office equipment.
- Occasional evening and weekend work may be required.
- Must be able to lift and move up to 25 lbs.

## **NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS**

1. This position description is not designed to cover or contain a comprehensive list of all duties and results to be performed in this position. Duties and Performance standards may be added, subtracted, and/or changed by your supervisor at any time due to changes in department or institution requirements.
2. Unless exempt due to employment contract signed by the President, all employees of Manhattan Tech are to be considered as an "at-will" employee.
3. All employees of Manhattan Tech are considered "responsible employees" pertaining to Title IX regulations concerning both prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about sexual assault or harassment situation.
4. Manhattan Tech is an equal opportunity employer and complies with EEOC and ADA employment requirements. Manhattan Tech grants equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status.
5. All 'offers of employment' are subject to criminal background check prior to employment.