
Auburn University Job Description

Job Title:	Mgr, Academic Support	Job Family:	No Family
Job Code:	AA76	Grade 33:	\$39,300 - \$65,500
FLSA status:	Exempt		

Job Summary

The Academic Support Manager manages the coordination and delivery of academic support services to include comprehensive academic referral system, academic coaching, and comprehensive online and in-person individual and group tutoring for a college or school. Provides leadership to the Academic Support team and the office to include supervision and training for Academic Support-related positions such as Tutor Coordinator, graduate students, peer tutors, and other support staff. Assists with programmatic decisions and provides ongoing quality management for services provided to students.

Essential Functions

1. Provides direct academic coaching within a college or school in order to increase student success.
2. Creates and implements innovative programming and services designed to improve academic outcomes & retention for students.
3. Manages the academic referral system, tracks student participation in academic coaching and academic support services and analyzes retention and other academic outcomes data for students receiving academic coaching or other academic support services.
4. Manages daily operations and services related to academic support for students. Supervises Academic Support-related positions to ensure effective and efficient academic support is provided to current students.
5. Submits annual reports related to program outcomes and works directly with the Assistant Dean to evaluate outcomes and make programmatic decisions.
6. Creates content for website, flyers, and other communications and marketing materials to promote academic support services.
7. Performs other related duties as assigned by supervisor.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Education, Business Administration, Psychology, or related field. Master's degree desired.
Experience (yrs.)	5	Experience in the delivery of comprehensive academic support services and program oversight related to academic support services.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of college student retention issues and successful strategies of academic support in a higher education environment.

Ability to work with faculty, staff and students. Ability to communicate clearly, both orally and written.

Ability to assess student issues and make timely decisions that are in the student's best interest. Ability to work with a diverse population; ability to multi-task. Ability to manage and report statistical data.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 4/27/2021
