
Auburn University Job Description

Job Title: **Admstr, Parent & Family Prgms**

Job Family: No Family

Job Code: **AE91**

Grade 34: \$45,100 - \$75,100

FLSA status: Exempt

Job Summary

The Administrator of Parent & Family Programs engages, informs, and supports parents and family members of Auburn University students through proactive communication, programming, and customer service.

Essential Functions

1. Oversees the Office of Parent and Family Programs by serving as the primary point of contact for parents of all enrolled students by responding to parent questions/concerns via email, phone, and social media. Responds to emergency situations by providing support for parents/families. Develops, oversees, and assesses protocol for responding to parent/student concerns by determining intervention methods and best referral sources to aid students. Manages completion of timely and complete case documentation of all parent/student referrals through electronic record-keeping system.
2. Manages the AU Parents Association (AUPA) Board of Directors through coordinating the recruitment, application, and interviews of potential AUPA board members and organizing the logistics for the three annual AUPA board meetings.
3. Oversees and maintains the AU Family Portal - a multi-department collaboration that provides a centralized portal for parents for accessing grades, financial records, and resources. Coordinates all components of the platform including contracts, departmental agreements, content creation, and publicity to campus partners. Additionally, maintains the parent and family database in connecting with several departments across campus.
4. Coordinates large-scale events such as Home Sweet Auburn, Fall Family Weekend, the AU Parents' Association Board of Directors Faculty and Staff Award Ceremony, and Sibling Day.
5. Compiles and creates parent publications and information resources including brochures, Navigate Webinar Series, Summer Newsletter, Parent and Family Resource Guide, and the Parent and Family Programs Guide within the Auburn Guides mobile application.
6. Creates and implements all department protocols and procedures and ensures proper documentation is in place (including the Parent and Family Operations Manual and Internship Guide).
7. Communicates with staff across campus and the community about Parent and Family Programs by participating in Advisor Caucus, aids university-wide initiatives by serving on or chairing various committees, and meets individually with departments to promote resources within the office.
8. Manages the budget for both Parent and Family Programs and the AU Parents Association; provides routine and ad hoc analyses/reports/metrics to ensure adherence to budget and accounts for discrepancies in budget.
9. Coordinates program assessments for the office, including the collection, interpretation, and presentation of data.

Supervisory Responsibility

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Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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	Student Affairs, Counseling, or a related field of study.
Experience (yrs.)	4	Experience coordinating programs at the college/university levels to include developing, implementing, and evaluating the programs to enhance the effectiveness.

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 university student and parent programs best practices.

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.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

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

Job occasionally requires and lifting up to 25 pounds.

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

Date: 11/5/2018
