

## POSITION DESCRIPTION

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**JOB TITLE:** STUDENT SUPPORT SERVICES DIRECTOR – CASSVILLE

**DEPARTMENT:** TRIO STUDENT SUPPORT SERVICES

**DIVISION:** STUDENT AFFAIRS

**SALARY RANGE:** \$57,000 - \$68,400; GRADE 8

**FLSA:** EXEMPT

**IMMEDIATE SUPERVISOR:** VICE PRESIDENT OF STUDENT AFFAIRS

**SCHEDULE DETAILS:** FULL-TIME/12 MONTH POSITION/PSRS

**DATE OF LATEST REVIEW/REVISIONS:** MAY 2026

**To apply: Send Cover letter, resume, Crowder Application and copies of transcripts to [HR@crowder.edu](mailto:HR@crowder.edu)**

### Position Summary

SSS is a federally funded TRIO grant program with objectives to improve the retention, graduation, and successful transfer of income-eligible, first-generation an/or disabled participants. The SSS Director leads the SSS team to meet and exceed federal grant objectives while adhering to the federal and college guidelines in order to ensure student and project success. The Director supervises and evaluates project personnel, maintains program records, and approves all expenditures of grant funds.

### Essential Job Duties

- Guide the team to meet annual grant objectives and requirements while following all Federal regulations and guidelines
- Maintain knowledge of TRIO legislation and regulations
- Hire, train, supervise, and evaluate SSS staff
- Regularly evaluate program services and outcomes
- Ensure existence of accurate documentation of all program materials and participant files
- Develop and manage SSS program annual budgets, including monthly general ledger reconciliation
- Evaluate students' ever-changing needs and develop appropriate, effective programming
- Provide concise direction and expectations to team regarding all program components
- Coach, develop and train staff to ensure a cohesive team
- Mentor professional growth of all team members
- Advocate for staff and program
- Coordinate resources between SSS and other college departments
- Maintain positive relationships on campus and in the community
- Prepare all necessary US Department of Education reports
- Work closely with Crowder support personnel (i.e., assessment, Financial Aid, Job Placement, etc.)
- Prepare and maintain a Policies and Procedures manual
- Research and be responsible for the SSS grant program proposal
- Fulfill any other duties which job-related circumstances may demand

### Required Knowledge, Skills & Abilities

- Bachelor's degree in higher education, education, guidance and counseling, or closely related field
- Three years of experience in academic advising and/or academic services
- Experience working with students, adults, and/or disadvantaged populations
- Excellent communication and interpersonal skills
- Ability to plan, organize, and implement responsibilities effectively
- Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public
- Demonstrated ability to manage budgets
- Valid driver's license

### **Preferred Knowledge Skills & Abilities**

- Master's degree in any of the above related fields
- Experience overcoming barriers similar to those confronting project participants

### **Information Technology Abilities**

- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system.
- Ability to use E-mail and associated calendaring/scheduling applications.
- Ability to utilize Microsoft Office Suite.
- Ability to perform basic Learning Management System functions.

### **Positions Supervised**

- All staff in the Student Support Services program including advisors, administrative assistant and tutors

### **Working Environment**

- Generally, indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
- Normal college working hours, with some evening and/or weekend work required from time to time.
- Must be able to travel several days a week as well as an occasional overnight trip.
- A neat appearance and appropriate businesslike apparel are required.
- 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.

### **Physical**

- Generally sedentary work involving sitting most of the time but will involve outdoor mobility within the campus and various sites (even in inclement weather) engaging in physical activities such as walking (sometimes long distances) when helping with student activities.
- Input, access and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
- The conditions herein 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.

### **Creative and Analytical Skills**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to devise or modify methods or processes to solve specific problems.
- Ability to plan, develop and implement all necessary policies and procedures to ensure that the TRIO SSS project follows guidelines ethically.

### **Language/Communication Skills**

- Ability to communicate effectively both orally and in writing. Excellent interpersonal skills with a proven ability to relate to students, faculty, staff, administrators and the community.
- Ability to read, write, speak and understand English.

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