# Job Description

**Position Title:** Assistant Director, Student Retention Programs  
**Grade:** F  
**Employment Class Code:** A1  
**Job Code:** B2719  
**FLSA Classification:** Exempt  
**Work Week:** 40 hours (minimum)  
**Reports To:** Director, Career Services

## POSITION SUMMARY

Provides both academic and career counseling and services to students throughout their academic experience at the University of Hartford, with a primary focus on first and second-year students. Develops, cultivates and maintains effective working relationships with collegiate academic advisors, faculty, and staff. Designs and implements educational career development programs. Performs all duties in full support of the University’s brand, understanding that the positive and effective execution of these duties are instrumental to the University of Hartford’s core business – the education of students.

## KEY RESPONSIBILITIES

| Provides high impact counseling and self-assessment advising for current and prospective students regarding major/academic program or career direction. Provides assistance in identifying and understanding interests, abilities and values and the direct or indirect connection to academic majors and occupational fields. Conducts appropriate evaluation and follow-up. Provides career counseling and job search assistance for students and alumni to assist in identifying appropriate careers, internships, or occupational outcomes.* | 40% |
| Assists in career education efforts through participation in the organization and implementation of First Year Experience and other student retention programs. Develops and facilitates workshops, instructs career development courses and seminars and conducts Dialogue presentations. Collaborates with internal constituents in an effort to initiate, deliver and evaluate programs designed to increase the retention of students. Assists in the development and presentation of other career education programs for undergraduate and graduate students, as necessary and appropriate. * | 30% |
| Assists clients in gaining access to occupational, employment and internship resources, including but not limited to, the Career Library, online resources and databases, social networking sites, and self-assessment resources. Maintains effective communication and cooperation with campus constituents to assist students in developing awareness of career options and University services in relation to their career planning process. | 15% |
| Serves as the liaison for Career Services to other colleges and universities. Establishes, cultivates and maintains effective relationships with community groups/organizations and local, regional and national employers in an effort to provide student outreach. Assists in developing literature and drafting articles for campus publications on a full range of career development topics, with a special emphasis on choice of academic major, career exploration and self assessment. * | 10% |
| Assists in updating and maintaining content for relevant portions of the Career Services website, providing information on resources to assist students with academic and career exploration. | 5% |

*Indicates an "essential" job function.

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**Date Revised:** June 2015
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## Working Conditions

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<th>Normal office situation.</th>
<th>Requires travel, including overnight stays.</th>
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## Physical Effort

<table>
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<th>Typically sitting at a desk or table.</th>
<th>Intermittently sitting, standing, stooping.</th>
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## Key Job Requirements

### Formal Education:
- Master's Degree required.

### Work Experience:
- 3 years to < 5 years.

### Impact of Actions:
Makes recommendations or decisions which usually affect the assigned department, but may at times affect operations, services, individuals or activities of others outside of the assigned department.

### Complexity:

- **Analytic:** Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies and/or precedents used in combination. Frequently, the application of multiple, technical activities is employed; therefore, analytical ability and inductive thinking are required. Problem solving involves identification and analysis of diverse issues.

### Decision Making:

- Analytical. Supervisor is available to establish broad objectives relative to basic position duties or departmental responsibilities. Independent judgement is required to study previously established, often partially relevant guidelines, plan for various interrelated activities and coordinate such activities within a work unit or while completing a project.

### Internal Communication:
Requires regular contacts to discuss issues of moderate importance and to respond to inquiries. Also requires continuing contact with officials at higher levels on matters requiring cooperation, explanation and persuasion.

### External Communication:
Requires regular external contacts to discuss issues of moderate importance and to respond to inquiries. Occasionally requires contacts with the public involving the enforcement of regulations, policies and procedures.

### Customer Relations:
Contact with customers is face-to-face or over the telephone for directly selling/representing a variety of products and capabilities.

### Managerial Skills:
Has responsibility or authority which is limited to the direction of temporary or student workers.

### Knowledge & Skills:

- **Professional Skills:** Requires knowledge of theories and practices of a professional field. This level of skill is typically reserved for an individual with a four-year degree, or a high-level vocational skill demonstrated by a number of years of on-the-position experience (i.e., management). Writes reports using technical data requiring considerable interpretation, developing new methods and procedures.

- **Special Skills:** *The ability to work effectively with diverse groups.*

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