

CLASSIFICATION SPECIFICATION

Collegewide Student Support Center Manager

FT/PT Class Code: 3142, 3552 Pay Grade: B/C 18 FLSA: Exempt Est. 11/01/21

SUMMARY STATEMENT: The incumbent is responsible for ensuring an exceptional student-centered experience is delivered by a team of collegewide student support specialists. The incumbent will supervise day-to-day tasks of staff, utilizing a variety of technology and software platforms to interact with students and resolve issues. Collaborates with multiple departments across the College to support student enrollment and persistence.

NATURE AND SCOPE:

The collegewide student support center manager reports to a director of student communications and enrollment management. The incumbent collaborates with multiple departments to develop and implement strategies that encourage students to enroll and stay enrolled at Delaware Tech. In addition, the incumbent is responsible for daily supervision of staff, scheduling, forecasting, reporting, and continual monitoring and measurement of quality delivery of service. The incumbent triages students' needs using various technologies, including but not limited to phone, email, text, and instant messaging and coordinates outbound communication strategies. Regular contacts include students, alumni, parents/family members, community members, faculty, and staff.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Manages technology and systems to operate the collegewide student support center. Supports implementation and updates of software. Utilizes reporting and forecasting tools to improve operational performance, develop staff, monitor activity, and provide feedback.
2. Sets daily priorities and expectations for the student support center team. Provides regular updates and reminders relevant to campus activities, the academic calendar, changing policies and initiatives, etc.
3. Develops written and verbal communication templates and scripts that address trending student needs and questions.
4. Supervises onboarding and ongoing professional development for student support center staff, ensuring expectations for an exceptional student-centered experience are demonstrated by staff. Provides ongoing coaching, mentoring, and support in applying excellent customer service and applies procedural guidelines to respond to stakeholder needs and questions.
5. Collects and analyzes student support center data to create reporting and identify trends. Manages and improves student support center performance through regular monitoring and communication of this data.

PRINCIPAL ACCOUNTABILITIES, cont'd:

6. Serves as an engaged front-line member of the student support center by answering phone calls and responding to text messages and emails. Models exceptional delivery of services to the collegewide student support center team.
7. Develops the student support center schedule and manages staffing levels based on forecasting and volume. Tracks work volume and efficiency of operations. Projects and develops plan for any staffing requirements, including needs for non-business hours and peak periods.
8. Serves as the supervisory expert for the student support center software and technology and is responsible for addressing and troubleshooting technical issues on behalf of the center.
9. Identifies, triages, manages, and resolves student needs and complaints, ensuring excellent customer service. Provides conflict resolution assistance for escalated student needs and additional support to assigned staff to ensure they have the tools and information needed to best serve students.
10. Collaborates with multiple departments to ensure student needs are met and conflicts or escalated issues are resolved.
11. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of College operations, policies, practices, and procedures.
- ◇ Knowledge of student recruitment/retention strategies and strategic enrollment planning.
- ◇ Knowledge of presentation and reporting software to create and deliver effective presentations and reports.
- ◇ Knowledge of student records systems and communication platforms including the student support center technology and software.
- ◇ Knowledge of management and supervisory practices.
- ◇ Skill in time management and organization.
- ◇ Skill in conflict resolution and problem solving.
- ◇ Skill in recording and compiling data accurately.
- ◇ Ability to effectively communicate, both verbally and in writing.
- ◇ Ability to relate effectively with diverse populations.
- ◇ Ability to research information and independently resolve complex inquiries.
- ◇ Exceptional customer service skills including excellent phone and email etiquette.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and two (2) years of relevant experience; or other equivalent combination of education and experience.