



Classification Description

Job Title: Assistant Director, Student Transitions

Pay Grade: 115

Job Code: 4218

FLSA Status: Exempt

Job Purpose

The Assistant Director, Student Transitions supports first year initiatives and the assists with the overall management of new student transitions at FSW. This position implements new student and high-risk student programming, assists with new student orientation and first-generation initiatives. The Assistant Director manages FSW Anchors and FSW Serves. This position provides leadership and support for all FSW campuses.

General Responsibilities

Essential Functions

Manages and assesses student transition structure with Director and works with campus partners to streamline and coordinate new student initiatives across campus.

Evaluates and executes assessments for Student Transitions programs, student leaders, and FSW Anchors, and FSW Serves.

Communication liaison for FSW families. Responsible for executing regular communication with FSW families, maintaining FSW Families social media, and FSW families programming.

In collaboration with the Director of Student Transitions, the Assistant Director creates and maintains assessment plans for evaluating effectiveness of campus services and programs; monitors program effectiveness and makes recommendations for continuous improvement.

Develops a communication strategy and calendar for all Student Transitions programs. Works directly with all FSW campuses to establish, communicate, and update calendars to provide to FSW community.

Directly supervises Coordinator, Student Transitions and conducts annual performance evaluations and goal setting.

Meets weekly with Director, Coordinator, and Student Transitions team for one on ones and staff meetings.

Assists Coordinator with recruitment, selection, and training of all paraprofessional student staff, including but not limited to, Peer Mentors and student assistants.

ASSISTANT DIRECTOR, STUDENT TRANSITIONS

Supports new FSW students in their transition to promote retention through quality new student transition programs and student development initiatives to help FSW students achieve their academic and personal goals.

Develops and coordinates transition programming, organizations, and opportunities for specialized populations including, but not limited to, high risk, first generation, Veterans, international students, underrepresented, and identify opportunities for collaboration related to transition and retention of these populations.

Assists Coordinator with recruitment, selection, and training of all paraprofessional student staff, including but not limited to, Peer Mentors and student assistants.

Assists Assistant Director, Student Involvement in training students, faculty, and staff for social media platform, and Bucs Corner.

Assists Director of Student Transitions with budget management for Student Transitions budget.

Introduces and provides tools and resources to students to support successful transition into the FSW community.

Create training tools for FSW advisors, organizations, faculty, and staff to implement learning outcomes and new information for new students.

Works closely with Residence Life to support students during transition.

Provides information and communication related to student transitions, New Student Welcome and Orientation, to faculty, staff, and student organizations.

Assists in the planning and implementation of New Student Welcome, Orientation, and First-Generation initiatives with Student Transitions team.

Manages all aspects of the FSW Anchors program including, but not limited to, recruitment, communication, and training.

Advises FSW Anchors and FSW Serves.

Identifies student or family problems (or potential problems) and formulates resolutions and procedures for effective problem resolution in a timely manner.

Travels to all FSW campuses to offer support and coordination for the department of Student Transitions.

Plans and coordinates celebrations for all students.

Engages in professional development organizations by being a member of NODA, the association for Orientation, Transition, and Retention in higher education.

ASSISTANT DIRECTOR, STUDENT TRANSITIONS

Collaborates with departments in Student Success to implement student initiatives and assist in professional staff development and training,

Serves on College committees, as assigned.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in business, communications, public relations, English, or a related field.

One (1) year of full time, professional work experience in a student services area of higher education or related field. Appropriate combination of education and experience may be substituted.

Ability to independently travel to businesses, schools and other community contact locations independently.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel, and Publisher) and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Ability to work evenings, and weekends.
- Ability to work under tight time frames and be flexible.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.

ASSISTANT DIRECTOR, STUDENT TRANSITIONS

- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 40 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 1, 2023, March 5, 2026 (r).