



Classification Description

Job Title: Director, Student Transitions

Pay Grade: 117

Job Code: 4052

FLSA Status: Exempt

Job Purpose

The Director, Student Transitions coordinates and provides leadership for the successful development, coordination, and implementation of an integrated first-year experience program for the College. This position provides leadership, management, and administration for all Student Transitions programs, education, and trainings including, but not limited to, New Student Welcome, Orientation, First Generation initiatives, non-traditional students, high-risk student initiatives, and other related programs. This position also supports Cornerstone course co-curricular programming, new student programming, orientation, and other programs, such as Guided Pathways, related to student enrollment, retention and graduation for all FSW students.

The Director strives to meet the needs of first-year and/or high-risk students; enhances services that support student transition and engagement within Student Life. Provides direction to College-wide, cross-functional efforts to promote student learning, persistence, retention, and academic success for all students.

This position reports to the Associate Vice President, Student Life, and collaborates closely with faculty, staff, and students. The Director, Student Transitions will implement a systematic and comprehensive approach which includes programming, education, recognition events, and implementation of educational opportunities with Student Transitions for first generation, new, and high-risk students at FSW. This position is required to work some nights and weekends.

General Responsibilities

Essential Functions

Provides strategic leadership and oversight for Student Transitions staff and programs that support students academically and socially during key transition periods (e.g., entry, transfer, return, probation, graduation preparation).

Leads the planning, coordination, and execution of New Student Welcome, Orientation, programs, Cornerstone course co-curricular programming, and other programs related to student enrollment, retention, and graduation for all FSW campuses and students.

Assists in the management, coordination, and assessment of services designed to promote student retention, persistence, and overall student success.

DIRECTOR, STUDENT TRANSITIONS

Develops, implements, and evaluates transition initiatives, workshops, and programming that address academic readiness, engagement, and belonging.

Collaborates with academic departments and campus offices (e.g., Advising, Residence Life, Student Affairs, Academic Affairs, Financial Aid, etc.) to coordinate comprehensive support for students in transition.

Manages the Student Transitions operating budget, including fiscal planning, allocation of resources, expense monitoring, and compliance with institutional policies.

Utilizes data and assessment metrics to evaluate program effectiveness, identify trends, and inform strategic decision-making.

Advises Alpha Alpha Alpha (the First-Generation Co-Ed Fraternity), oversees its induction and intake process, and manages FSW's annual First-Gen Forward certification.

Supervises Student Transitions professional staff and supports the supervision of Student Assistants and Peer Mentors, including hiring, training, evaluation, and professional development.

Implements, creates, and manages Becoming a Buc, all student orientations, First Generation, and at-risk, education and programming.

Advises and supports students experiencing academic or social transition challenges, providing referrals and intervention strategies as needed.

Develops and maintains partnerships with campus stakeholders to enhance cross-functional communication and coordinated care.

Represents Student Transitions and Student Life on institutional committees and contributes to campus-wide student success initiatives on all FSW campuses.

Ensures compliance with institutional policies, accreditation standards, and relevant regulations related to student support services.

Provides oversight and mentorship to Peer Mentors involved in Cornerstone courses and advising.

Works collaboratively with Academic Affairs and Student Life staff to provide effective academic and student support for all students.

Develops, represents, and communicates new student and targeted educational programs to the campus community.

Provides guidance, coordinates programming, and maintains communication with FSW families.

Serves as a Case Administrator for Conduct and Academic Integrity cases as needed, ensuring fair, timely, and consistent resolution in accordance with institutional policies and procedures.

DIRECTOR, STUDENT TRANSITIONS

Participates in a rotating on-call schedule, responding promptly to incidents and providing appropriate support and guidance. Ensures timely and accurate communication with the Associate Vice President and other relevant stakeholders. Complete all required Maxient reports and related documentation for on-call incidents in a timely and professional manner, in accordance with institutional protocols.

Serves as an active member of the Care Team, contributing to student support and intervention efforts.

Supports Student Life events, programs, and training through planning, participation, and collaboration. Serves on the Senior Leadership Team, modeling professionalism, accountability, and a commitment to the mission and values of Student Life for all staff.

Serves as an active member of the Senior Leadership Team, contributing to institutional decision-making, modeling professionalism and ethical leadership, and advancing the mission and values of Student Life across all campuses.

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 to determine if she/he can safely 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 student personnel services, educational leadership, higher education administration, or related field.

Three (3) years of full-time professional work experience in a student-centered area within a higher education setting. An appropriate combination of education and experience may be substituted.

Strong leadership skills and a working knowledge of effective decision-making and conflict resolution techniques.

Strong written and oral communication skills.

Demonstrated experience in planning, implementing, and evaluating similar programs in an institution of higher education.

Demonstrated knowledge of event planning for large-scale programs with requisite organizational and analytical skills.

Personal and educational philosophy compatible with the goals, objectives, and mission of the College.

DIRECTOR, STUDENT TRANSITIONS

Demonstrated experience using a personal computer, office software such as MS Office 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.
- Make presentations in front of various group sizes.
- 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.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- 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.

DIRECTOR, STUDENT TRANSITIONS

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 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: December 6, 2022. Revised: July 1, 2023, and May 26, 2026.