

Job Title**Director of Student Services, College of Osteopathic Medicine****Job Description:**

The Director of Student Services provides strategic direction and operational oversight specific to student Services within California Health Sciences University College of Osteopathic Medicine. (CHSU). The Director provides the planning and oversight of student Services related activities, including but not limited to: new and current student orientation; white coat ceremony; awards picnic, graduation; other similar events and professional development. The Director works closely with the Director of Admissions to develop processes to optimize efficient matriculation, orientation, retention and student success, and also provides input to key student-serving functions including advising; student services; and records management. The Director provides leadership and administration for the office including staff supervision. The Director is an effective leader with a strong vision for facilitating support services for the student population of the school of medicine, an excellent communicator, a problem solver, and team player.

Reports to:**Assistant Dean for Student Affairs, Enrollment and Accreditation.****Classification:****Full-Time, FLSA Exempt****Essential Duties:**

- Provide leadership and administration for CHSU-COM Office of Student Services to include planning, fiscal management, and student policies.
- Provide oversight to all student Services functions to ensure that student needs and accreditation standards are being met.
- Plan and implement strategies designed to improve student success and the associated systems, orientation, student leadership activities, and scholarship activities
- Serve as liaison between the student body, faculty and administration on matters effecting students, act as an advocate for students.
- Work collaboratively with CHSU-COM Administration, Faculty, and Educational Skills Specialists to enhance student success.
- Assist in the development and implementation of the medical school's mission and objectives to include, but not limited to:
 - Counseling students, academic probation and/or termination, honor code violations and other disciplinary matters, disability issues, graduation
 - Assisting in administrative matters, such as academic record procedures (in cooperation with the Registrar), periodic updates and support on the accuracy of the Student Handbook, facilitation of communication with students.
 - Oversee Student Life, such as student events and programs, first-year orientation, student organizations, student web pages and Counseling Matters, such as adjustment to a new location, stress, academic strife, life issues (such as loss of a family member or divorce), and any other personal issue that may happen in the course of attending medical school

**Qualifications/
Education:**

- Appropriately refer students to CHSU and community resources and services as needed.
- Assist in mediation, mentoring and coaching of individual medical students regarding academic issues, professionalism and conduct issues.
- Assist in the administration of accommodation requests for students with disabilities in compliance with CHSU's policy and the Americans with Disabilities Act.
- Participate as an active member in various CHSU committees as assigned.
- Make administrative/procedural decisions and judgments
- Work and communicate effectively, both orally and in writing, with a wide range of constituencies in a diverse community
- Manage budgets including determining costs, allocations, expenditures and monitoring processes for multiple units with various types of budget sources
- Assist admissions personnel to develop, deploy and maintain accepted student communications and activities to ensure retention qualified applicants for all programs
- Perform other duties as assigned or directed to meet the goals and objectives of the organization.
- Work as a team member and foster a cooperative work environment.
- Maintain confidential or highly sensitive information in accordance with regulatory requirements

Education

- Master's degree in Higher Education Administration, Student Personnel, or relevant field.
- 3-5 years of relevant experience in higher education administration, preferably in a medical school setting.
- Training and experience serving in an academic management position in an institute of higher education/medical education.
- Experience and demonstrated abilities for working in an academic setting.

Key Competencies

- Comprehensive understanding of behavioral health and related issues.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills and ability to work in a team environment.
- Must be self-motivated, self-disciplined, and able to function at an optimal level, while producing results and working independently.
- Must be detail-oriented, very organized, and have excellent follow-through.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, addresses, and telephone numbers of at least (3) professional references who may be contacted. Please send a completed package electronically to careers@chsu.edu and type **JOB TITLE** in the subject field of the email.

Compensation:

- Flexibility in occasionally working extended hours, evenings, and/or weekends.
- Ability to serve the University and its students in a professional, caring, and effective manner.
- Ability to manage time well and work under stressful conditions with an even temperament.

CHSU offers competitive wage based on experience plus benefits and is an EEO Employer.

To learn more about our team, click here:

<https://chsu.edu/directory/#university>

<https://chsu.edu/directory/#pharmacy>

<https://chsu.edu/directory/#COM>

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