



JOB DESCRIPTION:	Director - Advising Center		
DEPARTMENT:	Academic Affairs		
REPORT TO:	Associate/Vice President Academic Affairs		
EEO CLASSIFICATION:	Exec/Senior Offs & Mgrs.	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#196320	DATE APPROVED:	14-APR-2021
		DATE MODIFIED:	11-JUN-2025

SUMMARY: Responsible for providing oversight and direction for all aspects of the WNMU Advising Center, including ensuring that academic advisors deliver exceptional service.

DUTIES:

1. Supervises day-to-day operations and management of advising center and advising team. Conducts regular advising team meetings.
2. Creates academic advising strategies by contributing information, analysis, and recommendations to strategic thinking and direction. Establishes functional objectives in line with organizational objectives.
3. Assigns advising caseloads based on the identified strengths and capacities of advising team members. Ensures that advisors respond to students and other stakeholders within 24 business hours.
4. Establishes and enforces accountability metrics and performance goals for the Advising Center and Advising Center staff, including determining productivity, quality, and customer service strategies, including scheduling and availability. Communicates and enforces values, policies, and procedures.
5. Plans and submits annual operational budget for review to the Associate Vice President for Academic Affairs.
6. Ensures that there are articulation plans for transfer students for all community colleges with whom we have agreements.
7. Attends institutional meetings with content that may impact advising and reports this information to advisors and other stakeholders. Participates in a variety of committees to discuss issues, concerns, problems, and plans to ensure area operations remain consistent and supportive of overall strategies/goals. Serves as liaison among internal and external departments, divisions, and stakeholders.
8. Collects, monitors, and disseminates assessment data for annual reporting including number, type, and quality of student interactions, training, and other data pertinent to accountability. Compiles and prepares a variety of required and ad-hoc descriptive statistical reports for internal and external use.
9. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
10. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Associate's degree in related field with 3 years of experience in educational programs. Bachelor's degree in Education, Business or similar field may substitute

for 1 year of professional experience. Bilingual (Spanish) preferred.

2. **Job Knowledge:** Knowledge of Western New Mexico University's mission, goals and objectives for student educational opportunities. Knowledge of the University's policies, procedures and operating standards. Knowledge of the principles, practices, methods of program review, assessment and evaluations. Knowledge of the principles and practices of grant writing. Knowledge and understanding of AES and community issues. Ability to communicate effectively both verbally and in writing. Skill in establishing and maintaining strong interpersonal skills and ability to work effectively with a wide range of constituencies in a diverse community including staff, instructors, students, outside vendors, contractors, service agencies, local school personnel and various state and local agencies. Skill in interpreting and assessing situation issues and concerns. Skill in establishing and maintaining a position of leadership. Skill in presenting a variety of educational programs and presentations to various audiences with varying levels of understanding and interest. Ability to perform complex tasks and prioritize multiple projects. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)