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Description automatically generated**DIRECTOR OF RETENTION**

**OFFICE OF THE PRESIDENT**

**REPORT TO:**  President

**E CLASS:** FT-12 Month

**FLSA:** Exempt

**PURPOSE:**

The Office of the President invites applicants to apply for the position, Director of Retention. Working with College leadership, the director coordinates with student support divisions, including Student Affairs, Registrar, Financial Aid, Admissions, Advisors, Deans, and Faculty, in implementing a comprehensive plan to retain students from initial enrollment to graduation. The individual acts as the focal point, coordinating efforts with academic and other student-service departments and producing regular reports to ensure student success and retention for students impacted by environmental and social support, college readiness, and other factors. The Director of Retention will work closely with the Office of Institutional Research and Effectiveness (OIRE) to identify and create reports that will inform the plan and measure the impact of its tactics in alignment with the College’s Strategic Plan. This position will use collaboration, data and information resources, and student information systems to monitor retention activities and metrics to assist the College in meeting retention targets via a retention dashboard.

**REQUIRED QUALIFICATIONS:**

* Bachelor’s degree required, Master’s with an emphasis in Social Sciences, Organizational Leadership, Higher Education Administration, or related field preferred.
* Documented proficiency in statistics and research.
* At least 3-5 years in higher education with a preferred focus on student success initiatives for diverse populations.
* Understanding and awareness of diversity and inclusion issues, best practices, and experience working with diverse populations.
* Working knowledge of student system database.
* Ability to develop student information reports and analyses using software tools for retention tracking.
* Must have the ability to work in a fast-paced environment and possess excellent organizational skills.
* Advanced written and oral communication skills.
* An understanding of shared governance and the ability to communicate effectively with administrators, faculty, staff, and students.
* Ability to use independent judgment and show attention to detail.
* Strong commitment to quality in service and a student-centered environment.

**ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

* Conducts an initial audit of current practices and a benchmark comparison.
* Coordinate retention programs and services with Academic Affairs and other College departments, including data collection, analysis, and reporting outcomes, and manages retention dashboard.
* Ensure student success and retention for first-generation, transfer, and international students.
* Ensure consistently and mutually reinforcing retention activities across programs, departments, and divisions.
* In partnership with (OIRE), review and analyze data that proactively identify potential impediments to student persistence and retention.
* Meet regularly with the President or President’s designee to create progress and annual reports on retention, assess retention and graduation patterns (using qualitative and quantitative data), and participate in College-wide reporting and presentations.
* In collaboration with OIRE, creates a comprehensive assessment plan that correlates retention initiatives across departments.
* Utilizing data and insights to inform operational and strategic decision-making, including scalability and structure.
* Assist in developing and implementing engagement and retention strategies for online and face-to-face students.
* Serves on committees as appropriate.
* Serves as liaison between colleges/schools and relevant divisions.
* Identify procedures and practices to promote the success of students.
* Perform other duties that may be required occasionally to support the College’s overall mission.

**WORK ENVIRONMENT:**

The work environment includes exposure to physical conditions typical of a normal office environment. Most of the job is performed while sitting, although the work may require occasional standing or walking and/or lifting and carrying small objects.

**TRAVEL:**

Travel may be required as part of the work of this position.

*\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

**SPECIAL INSTRUCTIONS TO APPLICANTS:**

A criminal background check will be conducted. *No phone calls will be accepted.* **Interested applicants should submit a resume, cover letter, and application to mwilson@miles.edu.** Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point the applicant will be contacted for an interview.

**NOTICE OF NON-DISCRIMINATION**

Miles College is an equal opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other bases prohibited by law.  Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd Fairfield, AL 35064, 205-929-1440, [titleix@miles.edu](mailto:titleix@miles.edu). For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [Click here](https://www.miles.edu/title-ix).