

Job Title: Executive Director of Student Services

Reports To: Vice President for Student Affairs and University Operations

Position Type: Full-Time, 12-Month

Status: Exempt

Remote Work: Unavailable

Revised: June 18, 2026

OVERVIEW: The Executive Director of Student Services provides leadership for the non-academic student experience and is responsible for promoting student engagement, well-being, belonging, satisfaction, and personal development for all students, including residential, commuter, off-campus, and online populations. The Executive Director develops, coordinates, and assesses programs and services that support students' social, emotional, and physical well-being and foster a welcoming, connected university community. The position plays a key role in enhancing the overall student experience and supporting institutional goals related to student persistence, satisfaction, and success. The Executive Director of Student Services reports to the VP for Student Affairs and University Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop and implement a strategic vision and operational plans to deliver high-quality, innovative student services that meet the evolving needs of a diverse student population.
- Provide leadership for the non-academic student experience, promoting student engagement, belonging, well-being, satisfaction, and personal development for residential, commuter, off-campus, and online students.
- Develop, implement, and assess student engagement programs and services that foster community, leadership development, campus involvement, and meaningful connections among students.
- Foster a student-centered culture and collaborate with academic affairs to create a seamless, integrated experience that supports student learning and development.
- Oversee student wellness initiatives that support the social, emotional, physical, and personal well-being of students through education, prevention, outreach, and support programs.
- Supervise and support the Student Engagement & Housing Coordinator and Mental Health Services Coordinator by establishing goals, evaluating performance, fostering professional development, and ensuring effective service delivery.
- Provide strategic oversight of housing and residential life initiatives, promoting positive living environments, student engagement, community development, and residential student satisfaction.
- Develop resources and engagement opportunities for commuters, off-campus, and online students.
- Serve as a student advocate and resource, assisting students in navigating university services, resolving concerns, and accessing appropriate campus and community resources.
- Manage the student conduct process, including education, communication, intervention, and resolution.
- Coordinate student care and intervention efforts by working collaboratively with faculty, staff, campus safety, and other university departments to address student needs and barriers affecting student well-being and success.
- Assess student satisfaction, engagement, and service effectiveness through surveys, feedback mechanisms, participation metrics, and other assessment tools, using results to guide continuous improvement efforts.
- Develop and maintain collaborative partnerships across the university, including Academic Affairs, Admissions, Athletics, Housing, Campus Safety, and other departments to enhance student experience and support institutional goals.

- Coordinates collaborative efforts to successfully onboard new and returning students through Warrior Days, Bridge Program, Check in, Orientation and other activities.
- Promote diversity, equity, and inclusion within the student services division and across campus.
- Ensure compliance with relevant laws, regulations, and university policies related to student services.
- Manage departmental operations, budgets, policies, procedures, and strategic initiatives while ensuring alignment with institutional priorities, compliance requirements, and best practices in student affairs.
- Build partnerships with external organizations and community stakeholders to enhance student support services.
- Develop and maintain processes, automations, reports, and analyses related to recruitment, student engagement, retention, success, and satisfaction. Provide data-informed decision support to assigned departments and programs supporting institutional planning, student success initiatives, and continuous improvement.

COMPETENCIES

- **Strategic Planning & Vision:** Proven ability to develop and execute strategic plans that align with the university's mission and goals, anticipate future needs, and drive continuous improvement.
- **Leadership & Management:** Strong leadership skills to inspire and motivate a diverse team, manage complex operations, and foster a collaborative, student-centered culture.
- **Communication & Interpersonal Skills:** Excellent written and verbal communication abilities, active listening skills, and the ability to build positive relationships with various stakeholders.
- **Budgeting & Financial Management:** Expertise in budget development, resource allocation, and financial management to ensure efficient and effective use of resources.
- **Diversity, Equity, & Inclusion:** Demonstrated commitment to supporting diversity, equity, and inclusion and creating an inclusive and supportive environment for all students.
- **Problem-Solving & Decision-Making:** Analytical and critical thinking skills to identify and solve complex problems, make data-driven decisions, and navigate ambiguity.
- **Collaboration & Teamwork:** Ability to work collaboratively with academic affairs, faculty, staff, and external partners to achieve shared goals and provide a seamless student experience.
- **Student Development & Support:** Knowledge of student development theories, best practices in student services, and strategies to support student success, engagement, and well-being.
- **Legal & Regulatory Compliance:** Understanding of relevant laws, regulations, and university policies related to student services and the ability to ensure compliance.
- **Change Management:** Skills in leading and managing organizational change, fostering innovation, and adapting to evolving student needs and industry trends.
- **Multi-tasking & Organization:** Ability to multi-task, prioritize, and organize work to meet deadlines.
- **Confidentiality:** Ability to follow confidential procedures at all times.
- **Industry Knowledge:** Knowledge of current trends, best practices, and legal/regulatory requirements in student services.

COMPUTER SKILLS:

- Proficient ability to use Microsoft Office software, including Excel, Access, Word, and Outlook.
- Proficient ability to use student information systems and other relevant databases.
- Ability to use electronic mail software to include Microsoft Outlook.
- Ability to use multiple internet browsers.

PHYSICAL DEMANDS:

- The employee must be able to lift and/or move up to 20 pounds occasionally.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time standing, sitting, and/or walking.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time using their hands to write, handle, control, or feel objects.

WORK ENVIRONMENT:

- This position works in an environment with moderate noise levels.

SUPERVISORY RESPONSIBILITIES:

- Train, manage, motivate, and direct assigned staff.

EDUCATION, EXPERIENCE, and TRAINING:

Required Qualifications

- Master's degree from an accredited institution in Higher Education Administration, Student Affairs, Counseling, Leadership, Business, Education, or a related field.
- Three to five years of progressively responsible experience in student affairs, student services, housing, student engagement, retention, or related higher education functions.
- Demonstrated leadership, organizational, communication, and interpersonal skills.
- Experience supervising staff and managing programs or services.
- Ability to analyze data and prepare reports to support decision-making and assessment efforts.

Preferred Qualifications

- Doctorate in Higher Education, Leadership, Education, or a related field.
- Experience at a small private university.
- Experience with student engagement assessment, retention initiatives, and student success reporting.
- Experience with student information systems, reporting tools, and dashboard development.