



MERCYHURST
UNIVERSITY

501 East 38th Street
Erie, PA 16546

814-824-2000
800-825-1926

mercyhurst.edu

Director of Learning Support Services

Location: Erie

Department: Learning Support

Reports To: Associate Vice President for Academic Support

Full/Part Time: Full Time

Classification: Administrator

Closes: *Open until filled*

SUMMARY

Mercyhurst University seeks qualified applicants to fill the position of Director of Learning Support Services. This full-time, twelve-month position includes a competitive salary and university benefits. The Director promotes ideal learning outcomes and initiatives for strong academic progress. This director role will collaborate closely with The Office of Academic Services and Support. Director will oversee the operation of: The Tutoring Center and The Testing Center. The Director will also provide support and oversight for all academic accommodations and serve as the direct supervisor of the Learning Differences Coordinator. Specifically, this position provides oversight and contributes direction for academic services and support while serving the Mercy mission of the university by instilling lifetime engaged learning skills for current students.

DUTIES AND RESPONSIBILITIES

The primary responsibilities include the following, other duties may be assigned.

- Supervise and manage all support personnel as required, including at least one full-time employee and numerous graduate and undergraduate student workers
- Identify objectives, goals, and positive learning outcomes for each respective operation within the unit
- Provide assistance using varied strategies to connect with students (e.g. individual appointments, online assistance, workshops/student programming, overseeing student leaders)
- Oversee the cultivation and development of programming to connect various student populations to campus while fostering academic engagement
- Partner with academic support for events and programming to reach out to the diverse student populations
- Continue to enhance student support by fostering relationships with students and academic counselors
- Build effective relationships with faculty, students, and staff
- Track and report on all students who participate in testing and tutoring

- Plan and execute training for students, staff, and faculty related to Learning Support Services
- Market services to students, recent graduates and other alumni, through a variety of techniques including the use of social media (e.g. LinkedIn, Facebook, Twitter, Instagram etc.)
- Serve as a department representative on the Accommodations Committee
- Represent Learning Support Services at New Student Orientations and other on and off campus events
- Other duties assigned

EDUCATION AND EXPERIENCE

- A master's degree in Counseling, Student Affairs, Higher Education, College Student Personnel, or related field.
- A minimum of 3 years of experience working in an advising, counseling, or coaching role.
- A working knowledge of disability law in higher education including the Americans with Disabilities Act and Section 504
- Experience managing student workers

KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience operating college administration software such as Self-Service, Blackboard, Moodle, Banner or Starfish
- Experience with information management platforms or willingness to take on learning new technologies (WOnline, TutorTrac, Glean, and Accessible Information Management software)
- Strong positive interpersonal skills including the ability to work collaboratively, build effective working relationships, work effectively with executive leadership, faculty, and staff, be a team-oriented leader, and utilize critical thinking skills.
- Utilize excellent time management, problem solving techniques

SPECIAL REQUIREMENTS:

- Willingness for professional development through regional, state, and local organizations that enhance student support services
- The Director is expected to attend divisional and director meetings and participate in other activities such as admission presentations, orientation programs, Freshman welcome weekend, resident assistant training, alumni-related events, and other events and programs as needed.

APPLICATION PROCESS:

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources
 Mercyhurst University
 501 East 38th Street
 Erie, PA 16546
hrinfo@mercyhurst.edu

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate on the basis of race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.