



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Program Director, TRIO Student Support Services (i.e Access)
<b>POSITION NO.</b>	502826
<b>LOCATION</b>	Advising Center   Associate Vice President for Student Affairs
<b>REPORTS TO</b>	Dean of Advising
<b>GRADE</b>	PSA 15
<b>WORK SCHEDULE</b>	Non-standard, 35 hours per week including day, some evening, and some weekends required; remote up to 2 days/week; frequent travel to each campus required
<b>SUPERVISION</b>	Clerical, Support and Professional staff
<b>LIMITATION (if applicable)</b>	
<b>REVISION DATE</b>	4/2024

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**JOB SUMMARY:**

Reporting to the Dean of Advising, the Program Director is responsible for the overall development, planning, administration, and day-to-day management of the Access and Access Plus programs. The Program Director ensures compliance with all aspects of federal regulations pertaining to TRIO Student Support Services programs. In collaboration with the Dean of Advising, the Program Director provides leadership and management for staff development and staff performance and oversees and coordinates all planning and execution of the services provided to project participants.

**DUTIES AND RESPONSIBILITIES:**

- Administrative
  - Plan, implement, administer, coordinate, monitor, and evaluate the specific services and functions of the Access and Access Plus programs to achieve the annual number funded to serve and all approved project objectives.
  - Ensure CCRI's compliance with TRIO grant program requirements, legislation, and regulations.
  - Establish and supervise the operations of the Access and Access Plus project management information system.
  - Build, administer, and evaluate program budgets. Work closely with the Controller's Office, and Dean of Advising, Principle Investigator, and Associate Vice President for Student Affairs (or similar) to ensure proper spending.
  - Responsible for related grant writing and submission. Ensure proper and timely grant reporting and disseminate reports to external and internal stakeholders.
  - Work with Institutional Advancement, Institutional Research, Advising, and other departments to support the development of Access and Access Plus TRIO SSS project grant proposals; develop all operational and fiscal plans and expend project funds as required by the US Department of Education.
  - Work closely with Office of Accessibility, Inclusion and Disability Services for Students to ensure participants receive ADA/504 accommodations as necessary and appropriate.
  - Keep the Dean of Advising, the Principle Investigator, and the Associate Vice President for Student Affairs (or similar) informed of developments in the Access and Access Plus projects.
  - Accurately document, maintain, and track student interactions, information, and progression through CCRI systems such as Banner, Starfish, Argos Reports, and CRM.
  - Act as a liaison by assisting with administrative processes to include registration, degree planning, payment and financial aid options, and act as a liaison between students and other departments.
  - Perform other duties related to the success of the project as required.
- Leadership/Management
  - Recruit, hire, lead and supervise Access and Access Plus personnel.
  - Establish working relationships with internal and external partners to support the needs of students.
  - Lead and participate in team meetings, serve on relevant committees, and participate in a variety

- of college-wide meetings and activities as necessary and appropriate to promote Access and Access Plus programs.
  - Conduct information/in-service training sessions for staff regarding program objectives, reporting requirements, policies, and procedures.
  - Promote continuous learning and professional development for staff by participating in local, regional, and national conferences and training opportunities as funds allow.
  - Ensure staff responsibilities align with project goals, policies and procedures, and applicable governing and/or collective bargaining units.
  - Conduct regular performance evaluations to ensure continuous improvement and identify opportunities for growth.
  - Promote a positive and inclusive work environment that supports the professional growth of staff while championing a commitment to excellence and student/participant success.
- Project Service Development and Delivery
  - Recruit, select, and confirm eligibility of all project participants.
  - Develop, implement, and evaluate tutoring, academic coaching, and study skills instruction.
  - Develop, implement, and evaluate activities and services that improve the financial and economic literacy of project participants.
  - Ensure participants receive assistance in completing financial aid applications as necessary and appropriate.
  - Design and deliver services and activities that assist participants in applying to and obtaining financial assistance for enrollment to a four-year program of study.
  - Coordinate Access and Access Plus summer activities, special programs and transition to college programming.
  - Identify and implement activities and services that foster an institutional climate supportive of the target population.
- Caseload Student Success
  - Assist participants, individually or in groups, with College Scheduler class registration, Satisfactory Academic Progress workshops, etc.
  - Possess thorough understanding of CCRI knowledge, policies, procedures, systems to effectively and accurately guide and coach students with situation applications and self-service usage.
  - Maintain a mastery of advising content knowledge for academic programs.
  - Maintain basic knowledge of federal and institutional policies and regulations pertaining to Federal Title IV, RI Promise, payment plans, and billing system by participating in ongoing internal and external training.
  - Ensure highly visible and dynamic interactions with participants by phone, video conferencing, text, and email on a regular and consistent basis.
  - Manage and coach participants from first class start to degree completion through proactive service and outreach.
  - Communicate directly with participants to resolve current account balances using a high level of customer service and problem-solving skills to prevent interruption to their program.
  - Provide options to participants regarding all payment options and guide participants through the steps of the financial aid process.
  - Contribute to individual, team, and department goals on a daily, weekly, monthly basis to ensure participant success goals are met. Demonstrate high quality customer service throughout all participant interactions.
  - Participate in college-sponsored recruitment activities and retention initiatives including attending virtual and/or onsite open house events, information sessions, webinars, and other events as requested to offer guidance.
  - Provide individualized and group support services to participants to enhance their academic performance, retention, on-time graduation, and successful transfer to a 4-year institution.

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Master's degree

- Demonstrated knowledge or experience with planning, budgeting, grant development, and staff supervision
- Demonstrated knowledge or experience in the areas of project management, performance management, and applied data analysis
- Demonstrated relevant work experience providing outstanding customer service
- Demonstrated excellent time management skills, high learning agility, creative problem solving, interpersonal, oral and written communications, and presentation skills, with strong attention to detail and accuracy
- Demonstrated proficient computer skills, including Microsoft Office, Internet applications, and database software

**PREFERRED QUALIFICATIONS:**

- Ability to work effectively and collaboratively in a diverse, inclusive and student-centered environment with participants of various learning styles, cultures, identities, and life-experiences
- Lead with integrity, ethics, compassion, and intercultural mindfulness.
- Demonstrated self-starter and ability to work with minimal supervision.
- Have demonstrated experience in overcoming disadvantages similar to those encountered by the participants served by TRIO SSS.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.