

Senior Coordinator for Academic Success

Duke Kunshan University

Job Description

Position Overview:

Duke Kunshan University (DKU), located in Kunshan, China is embarking on the next phase of their ambitious plan to provide a student-center Liberal Arts research education experience to their first undergraduate class in Fall 2018. In preparation, DKU is looking for candidates with experience in several areas critical to the mission of the university. Duke Kunshan University is a 21st century university with a highly integrated and interdisciplinary curriculum.

The Senior Coordinator for Academic Success helps to coordinate academic support initiatives for UG students and provide administrative assistance to the Associate Dean for Academic Advising. This is achieved in part by delivering exceptional undergraduate learning support services to new and continuing students in the Academic Resource Center (ARC) within the Office of Undergraduate Advising. Additionally, this position works in collaboration with faculty, staff, and students to provide tutoring, academic programs, undergraduate learning strategies, and student support services. Further, this position provides leadership by developing campus synergy and coordination between units (e.g., Academic Divisions, Language & Culture Center, Language Learning Studio, Student Affairs) that contribute to student academic success and progress to graduation.

Reports to:

Associate Dean for Academic Advising

Essential Duties:

Supports undergraduate progress to graduation by providing advising related to tutoring, supplemental support, undergraduate learning strategies, learning preferences, and administrative services to new and continuing students inclusive, but not limited to:

Tutoring and Supplemental Support (70%)

- Coordinate ARC operations including office hours, tutor schedule, payroll, hiring, onboarding, technology, and training of undergraduate and graduate student staff.
- Provide leadership related to tutorial, best practices, and learning management systems inclusive of collaborating with instructors, Academic Success Tutors (ASTs), and curricular division leaders to facilitate the integration of student-centered tutoring/learning support services.

- Promote a culture of academic integrity by developing programs and services that reflect DKU values and expectations.
- Work with faculty and ASTs to develop orientation, ongoing training, and preparation to provide quality services to all undergraduate students by developing high standards of excellence for all student staff within the advising unit.
- Work with co-workers to maintain Peer Tutoring and Mentor International Certifications (College Reading & Learning Association (CRLA).
- Provide coaching to students on academic and learning strategies.
- Coordinate and co-manage work activities of assigned tutoring and learning services staff as directed.
- Maintain online supplemental tutoring and learning support services.
- Work with colleagues to provide and maintain records/assessment related to tutorial usage and operations.
- Develop presentations, workshops, and online supplemental resources (e.g., Study Strategy, Time Management, Learning Strategy, Academic Resources).
- Oversee ARC marketing and communication plan to students, staff, and faculty.
- Work in collaboration with other academic support units such as the Library and Writing and Language Studio.

Academic Support (30%)

- Participate and provide leadership to projects and committees as assigned.
- Participate in advising operations (e.g., New Student Orientation, Major Declaration, Campus Days, Tutor Training, Academic Coaching, Faculty Orientation, Student Recognition, Academic Planning).
- Work collaboratively with unit colleagues in developing high-quality student resources (e.g., Training, Handbooks, Workshops, Presentations, Forums).
- Promote global diversity, cross-cultural communication, and inclusivity.
- Administrative support responsibilities will vary on the needs of the unit leadership but will include tasks such as scheduling, managing new initiatives, assessment, office coordination, maintain records, developing reports, complete assigned errands, budget, and project development for the Associate Dean for Academic Advising.
- Other duties and special assignment.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Secondary Duties:

Under the direction of the Associate Dean, provide leadership and co-supervision to undergraduates and contract staff (e.g., Undergraduate Student Staff, Peer Advisors, Interns, Student Assistants, and Academic Coaches) as assigned. This position will require some nights and weekend responsibilities. This position may evolve as the campus grows and develops over the next several years.

Required Qualifications:

- Bachelors Required/Master's Degree Preferred (3-5 years experience preferred).
- Education, Teaching, STEM Studies, Reading, Student Affairs, Diversity, Learning & Accessibility Services, Higher Education, Student Affairs, Additional fields may be considered with combination related work experience.
- Effective English written and verbal communication skills.
- Strong organizational skills and administrative skills.
- Knowledge of student learning strategies and learning outcomes.
- Strong supervisory skills and project management.
- Recognize and respect diversity/cross-cultural communication.
- Possess interpersonal, written, and group presentation skills.
- Ability to manage large amounts of information and detail-oriented.
- Strong computer skills (e.g., web browsing, student software, college databases) and PC applications (e.g. , Outlook, Word, Excel, Access, and PowerPoint).
- Working knowledge of university culture and operations.
- Comfortable with social media (e.g., WeChat, LinkedIn).