Position Description

Title: Associate Director for Student Academic Success and Disability Services
Department: Student Affairs
Reports To: Dean of Students
Supervises: Graduate Assistant, Student Tutors
Internal Contacts: Students, Faculty, Staff
External Contacts: Parents
Employment Status: Full-time; Exempt

The inaugural Associate Director for Student Academic Success and Disability Services is responsible for developing, coordinating, and implementing programs, services, and procedures in support of comprehensive and student-centered academic support resources and services. In this capacity, the Associate Director will spearhead the enhancement of accommodation services, lead the development and implementation of a formalized tutoring center on campus, and supervise student workers in their work providing support services. MSM enrolls a highly diverse student body in the College from approximately 50 countries and nearly all 50 U.S. states.

Domains:

Leadership & Supervision
- Provides leadership in developing and implementing tutoring services, academic accommodations, and overall academic student support; promotes these programs to the campus community.
- Delivers on-going evaluation of support services and student success outcomes to inform short- and long-term planning and goals.
- Creates, implements, and enforces academic support policies and procedures.
- Recruits, hires, trains, and supervises all student worker staff, including tutors, proctors, note-takers, and office workers.
- Manages payroll for all student worker staff.
- Tracks and manages budget expenses for the fiscal year.
- Serves on appropriate School committees, including CARE Team and Student Academic Progress Committee.

Disability Services
- Provides overall leadership, planning, and supervision for disability support services offered to enrolled students.
- Keeps informed on applicable legislations, best practices, and current trends in and related to the field.
- Communicates with incoming class regarding disability services and manages documentation from those who qualify for services.
- Reviews disability documentation and recommends reasonable academic accommodations for students in accordance with Section 504 Rehabilitation Act and the Americans with Disabilities Act.
• Coordinates services and equipment necessary for reasonable accommodations, including assistive technology.
• Identifies students’ needs and relays information to other departments when appropriate and on a need-to-know basis.
• Acts as a liaison, advocate, and resource person for students with disabilities.
• Maintains a database for tracking and monitoring students with disabilities.

Tutoring Services
• Coordinates tutoring services for ESL, music history, music theory, and writing/humanities departments.
• Responsible for managing systems to connect students with tutors.
• Tracks and reports overall usage of tutoring services annually and reports on student outcomes.
• Serves as liaison with academic departments regarding tutoring services for their courses/areas.

Probationary Student Academic Support
• Coordinates and implements support services for students on academic and/or artistic probation.
• Creates an academic contract for each student on academic/artistic probation.
• Assigns a mentor to each student on academic/artistic probation.
• Meets with each student on academic/artistic probation to review the academic contract with student and mentor.
• Receives mid-semester report from each mentor; strategizes plan to support students who are not doing well.

Onboarding and Mentoring Masekela Scholars (Grant funded through 2025)
• Supports onboarding of Masekela Scholars, including summer outreach and special orientation for Masekela Scholars.
• Provides basic life coaching and support for Masekela Scholars, including coordination for the Scholars to access basic necessities, seasonal items such as cold weather clothing, etc.
• Checks in regularly with Masekela Scholars regarding their academic performance. Ensures Scholars access academic support services as needed.
• Liaises with other MSM personnel who support Masekela Scholars, such as Office of Admissions personnel and personnel who oversee the Masekela Scholars budget.

Support of At-Risk Students
• Keeps in communication with Dean of Students regarding students who are missing classes or underperforming in any given semester.
• Identifies support systems to help retain at-risk students.

Job Requirements:
• Master’s in higher education administration or related field preferred.
• 4-6 years of related experience in higher education administration.
• Strong interpersonal, communication, and organizational skills.
• Ability to work well with a diverse population, including a large number of international students and non-native English speakers.
• Ability and willingness to work collaboratively.
• Sensitivity to and awareness of the needs of student musicians/artists.
• Ability to approach difficult situations creatively.
• Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of service and response.
• Computer skills using software packages, including Word, Excel, and Jenzabar.

Contact Information:
Send letter of application and résumé, including names and contact information for three references to: CandidateSearch@msmny.edu.
Please include the title of this position in the subject line when submitting materials.

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