

NORTH COUNTRY COMMUNITY COLLEGE

23 Santanoni Avenue

Saranac Lake, New York 12983

POSITION DESCRIPTION

Director, Student Support

Job Title: Director of Student Support
Job Status: Full-time Temporary (NCCCAP) – Grant Funded
Department: Student Affairs
Supervisor: Associate Vice President of Student Affairs
Supervises: Student Success Coaches

North Country Community College (NCCC) is a small community college serving Essex and Franklin Counties since 1967. The main campus is in Saranac Lake, NY with additional campuses in Malone, NY and Ticonderoga, NY. While the College offers numerous majors, including several occupational programs, the College focuses on a liberal arts education as a foundation for any degree program. Several courses and programs are offered in multiple modalities from fully on-campus to fully online. Class size tends to be relatively small, providing opportunities for individualized instruction and focused academic advisement for each student.

General Job Description: The Director of Student Support provides strategic leadership and coordination across a range of student success initiatives at North Country Community College. The Director oversees the implementation and management of the Advancing Success in Associate Pathways (ASAP) program, ensuring students receive the comprehensive academic, financial, and personal support needed to complete their degrees on time. In addition, the Director supports the development of career and transfer services, advances student belonging and opportunity, and serves in a Title IX capacity. This position works collaboratively across college departments and with SUNY partners to advance a holistic and student-centered support model.

The Director of Student Support is expected to participate in college committee work facilitating the shared governance approach to the management of the College. This position is a part of a collective bargaining unit and works under a collective bargaining agreement (CBA). This position is based on the Saranac Lake campus and is a twelve (12) month 221-day (fiscal year) contract.

Key Responsibilities:

ASAP Program Leadership

- Lead the implementation and coordination of the ASAP program, facilitate timely data reporting and analysis with SUNY, and ensure alignment with SUNY guidelines, policies, and objectives.
- Manage the program budget, ensuring effective allocation of resources and compliance with funding requirements.
- Carefully monitor program metrics and utilize data to inform decision-making and continuous program improvement.
- Establish and maintain relationships with internal departments (e.g., Admissions, Financial Aid, Registrar, Business Office, Student Life, and Information Technology) and external partners to enhance program effectiveness.
- Formulate and implement local program policies and processes that align with the overarching mission of ASAP.
- Develop strategies to meet enrollment targets and support student retention through comprehensive services.

Career & Transfer Services

- Assist in the development and launch of a comprehensive career and transfer services program, helping to build the foundational infrastructure, partnerships, and resources needed to support students in reaching their professional and academic goals.
- Cultivate relationships with employers, transfer institutions, and community partners to expand internship, job shadowing, and transfer pathway opportunities for students.
- Coordinate transfer advising support, including college visits, transfer fairs, and articulation agreement awareness, ensuring students have clear and accessible pathways to four-year institutions.
- Develop and facilitate career readiness programming, including resume writing, interview preparation, and professional development workshops.
- Over time, take increasing ownership of the career and transfer services function, driving strategy, partnerships, and outcomes in alignment with college goals.

Student Success & Engagement

- Assist with the continuous improvement and delivery of New Student Orientation, ensuring incoming students are welcomed, informed, and connected to the resources and community they need to thrive.
- Work collaboratively with faculty to identify and develop service-learning and internship opportunities that integrate meaningful civic and professional engagement into the student experience.
- Partner with Student Affairs colleagues to plan and implement a calendar of retention-driven events and programs — both in-person and virtual — that foster student connection, persistence, and success.
- Assist with the maintenance of the Student Support web pages/website to ensure students have access to accurate, timely information and resources.
- Administer the Student Code of Conduct with a restorative and educational lens, prioritizing student growth, accountability, and long-term success over punitive outcomes. Ensure that all students involved in the conduct process are notified promptly, and that cases are addressed in a timely manner, without unnecessary delay at any stage of the process.
- Serve as Deputy Title IX Coordinator, assisting the Title IX Coordinator with investigations, communications, and resolution of Title IX complaints, while ensuring all processes are fair, trauma-informed, timely, and compliant with federal regulations and college policy.
- Performs other duties as requested.

Qualifications

- Master's degree in Student Affairs, Higher Education Administration, Counseling, or a related field required.
- Minimum of five years of progressive experience in student services, student affairs, or a related area in a higher education setting.
- Demonstrated experience in budget management and fiscal oversight.
- Strong data literacy with the ability to monitor program metrics and use data to drive decisions.
- Excellent interpersonal, organizational, and communication skills.
- Ability to work collaboratively across departments and with external partners.
- Commitment to student success, equity, and inclusive excellence.

Salary Information:

Salary is approximately \$70,000/year and is based on experience.

College Non-Discrimination Statement:

North Country Community College does not discriminate. We embrace and encourage the celebration of differences and affirm the rights of individuals guaranteed by state and federal laws and the U.S. Constitution. We reject all manifestations of discrimination or harassment on the basis of race, color, national origin, religion, creed, age, disability, self-identified sex, gender identity or expression, status of being transgender, sexual

orientation, familial status, pregnancy, predisposing genetic characteristics, carrier status, military or U.S. veteran status, domestic violence victim status, prior criminal conviction, socioeconomic status, or any other differences among people which have been excuses for misunderstandings, divisiveness, or hatred. When such rights are infringed upon by violence, threats, or unlawful harassment, the College will follow due process and use every necessary resource to decisively identify perpetrators for administrative action, civil action, and/or criminal prosecution.