

Professional Position Description

Title:	Director of Academic Administration and Student Services
Division:	College of Arts, Humanities and Social Sciences
Department:	Dean's Office
Location:	Portland Campus
Schedule:	Full-time, regular, in-person, may include work beyond regular business hours, such as evenings and weekends as required.
Reports to:	Dean, College of Arts, Humanities and Social Sciences

Statement of the Job

The Director of Academic Administration and Student Services manages operations of the Dean's Office for the College of Arts, Humanities and Social Sciences. This position supervises and coordinates administrative functions essential to the ongoing and efficient functioning of the College and serves as a primary liaison for communication between the Dean and key internal and external stakeholders.

The Director oversees a broad range of academic program issues, curriculum processes, operational logistics, and student-related academic matters. This role requires a high degree of independent judgment, initiative, and discretion in handling complex, non-routine tasks while maintaining confidentiality. Working in a fast-paced, deadline-driven environment, the Director must demonstrate exceptional organizational skills, attention to detail, effective communication, and a high level of professionalism.

Essential Functions

Academic and Curriculum Management

- Manages strategic day-to-day operations and direction for academic administrative functions within the Dean's Office.
- Directs and communicates the administration of academic policies, procedures, and initiatives, including course schedule coordination, catalog updates, and related academic processes.
- Coordinates, monitors, and tracks curriculum proposals, processes, and actions originating from academic departments.
- Facilitates special projects, implements new initiatives, and manages academic administrative reviews and development activities.
- Manages Polymath Pathways, coordinating curricular, scheduling, and student-support needs to ensure effective pathway implementation and student progress.

Student Academic Affairs

- Manages student-related academic administration, including graduation certifications, academic actions, appeals, and other matters requiring Dean's Office review.
- Serves as a primary signatory for standardized University forms, including program changes, grade changes, course withdrawals, and related academic approvals.

- Resolves student inquiries and complaints while maintaining a liaison role with advising, registration, and other student support areas.
- Exercises independent judgment in advising and collaborating with the Dean on matters involving academic standing, suspension and dismissal, and student academic appeals.
- Coordinates specialized student functions and academic initiatives in collaboration with appropriate University offices.
- Assists the Dean and Associate Deans in collaborating with academic departments and advising to understand and address the needs of undeclared students to support timely major exploration and declaration.

Data, Communications, and Systems

- Solicits and compiles reports from academic units and prepares data summaries and reports for the Dean using MaineStreet and other University systems.
- Maintains and tracks academic and administrative documents, records, and processes.
- Coordinates communications and information updates related to academic programs, students, faculty, and Dean's Office initiatives.
- Anticipates office needs, exercises judgment, and independently develops and implements improved administrative processes.
- Utilizes enrollment and academic data to identify trends and provide information to the Dean and academic leadership to support course scheduling and program planning.

Events and Administration

- Coordinates College and Dean's Office events, meetings, and activities as assigned.
- Represents the College and Dean's Office on University committees and in professional activities as appropriate.
- Coordinates operational and logistical activities necessary to support the effective functioning of the Dean's Office.
- Performs other reasonably related duties and special projects as assigned by the Dean.

Marginal Functions

- Serves as a resource to other administrative staff as appropriate.

Supervisory Responsibilities

- Supervises and participates in performance assessments for support staff as needed.
- Hires, trains, and supervises assigned student workers as needed.

Budget Responsibilities

- Participates as appropriate in supporting the Dean and staff with ordering and tracking revenue and expenses.
- Monitors and tracks scholarship and other College accounts as assigned.

Internal and External Contacts

- **Internal:** Frequent telephone and written contact with University administrative and academic departments, faculty and staff, students, and parents.
- **External:** Frequent contact with members of the business and educational communities, community organizations, University committees, and the general public.

Public and Professional Activities

- Represents the College and Dean's Office in professional activities and committees as appropriate.
- Maintains and develops professional knowledge and skills through relevant organizations, conferences, workshops, and other professional development activities.

Knowledge, Skills, and Abilities

- Ability to maintain a high level of customer service and professionalism in a fast-paced, deadline-driven environment while fostering a respectful workplace.
- Exceptional interpersonal and communication skills, both written and oral, with the ability to interact effectively with a diverse range of individuals and constituencies.
- Working knowledge of organizational structure, workflow, academic processes, and operating procedures.
- Demonstrated ability to perform complex tasks, prioritize and manage multiple projects, and effectively track, analyze, summarize, and present data.
- Strong computer, analytical, organizational, and critical-thinking skills, including proficiency with Microsoft Office and University systems.
- Ability to exercise independent judgment, make sound decisions, solve problems, and anticipate organizational needs.
- Strong management skills, including planning, prioritizing, implementing, evaluating, and improving administrative processes.
- Ability to maintain confidentiality and exercise discretion when handling sensitive academic, student, and administrative matters.

Qualifications

Required:

- Bachelor's degree.
- Three to five (3–5) years of administrative or operational experience in a college, university, or similarly complex organizational setting, or an equivalent combination of education and experience.
- Experience in planning, analyzing, communicating, coordinating, and managing administrative operations.

***NOTE:** All individuals who are recommended to fill and subsequently offered a position with special essential responsibilities as listed above, or other licensure or certification, shall have the following additional applicable background screening completed (in addition to regular and standard background screening) based on the responsibilities of the position: Credit history screening, and/or Sex offender registry screening, and/or Federal criminal history screening and/or License/certification verification.

HR Use Only

Approved	
Revised	09/29/2026
Job Family	18
Salary Band	4
Unit	UMPSA
CUPA Code	
Employee	
Position Number	00026816
Compliance	