



# WISCONSIN LUTHERAN COLLEGE

## Position Description

Position Title:	Program Director
Department:	Accelerated Degree Completion College of Professional Studies
Reports to:	Dean of Professional Studies
FLSA Status:	Exempt
Called Position	No
Revised:	December 2021

**Job Summary:** The Program Director is responsible for day-to-day operations and execution of the Accelerated Degree Completion (ADC) Program to ensure the outcomes and value proposition for our students are met with excellence. This includes responsibility for setting annual course schedules with Dean to accomplish required curriculum, engaging course facilitators, preparing teaching agreements, overseeing facilitator training, serving as coach and mentor on course delivery systems and tools to ensure sound academic quality teaching standards. Similarly, supports quality standards, processes, and mentoring of the advising process to maximize student learning outcomes and retention to maximize persistence to graduation. Ensures that ADC operations provide exceptional service, quality, and care while accurately representing Wisconsin Lutheran College (WLC) as a partner that meets students' professional growth needs and educational goals within a Christian learning environment.

### **Core Accountabilities:**

- I. WLC ADC program operations direction and responsibility to engage students and facilitators through excellence in operations and program experience.
- II. Ongoing ADC program assessment, course correction, and opportunity analysis for program development in partnership with the Dean.

### **Primary Responsibilities:**

- Collaborate with colleagues to continually identify areas of improvement and ensure strategies are in place and executed to achieve annual ADC goals.
- Facilitate an exceptional student experience by ensuring efficient ADC operations, processes, facilitator course delivery, and student advising to convey distinctive care in support of ADC students' needs and goals, within program parameters.
- Maintain a detailed knowledge of ADC academic programs and policies, along with academic outcomes, admissions requirements, course delivery methods, and expectations for quality course facilitation, and advising.
- Conducts regular operational and student volume work flow analysis around new starts, student retention, and persistence. Reports findings, tracking verses budget targets and suggested course corrections to Dean.
- Set and maintain advising standards to ensure that students meet academic outcomes and policies.

- Ensure course management and online course functionality, development, and training as needed.
- Work with Dean to continually assess and improve student onboarding/advising processes.
- Work with Dean to establish a culture of assessment and collaborative continuous improvement.
- Assess and mentor facilitators as needed.
- Prepare and ensure ADC Capstone activities, preparation, and schedules.
- Assist Dean with regular budget input and assessment on cost of ADC operations in correspondence with annual operational goals, standards, and any recommended improvements to processes, systems, and/or staffing.
- Perform other duties as assigned by the Dean.

## **REQUIREMENTS**

### **Knowledge, Skills, and Abilities:**

- Excellent organizational and communication skills; goal driven with the desire to work in a fast paced team environment and manage multiple responsibilities.
- Exceptional service orientation, attitude, and desire for interpersonal interaction with both the customer service and problem solving skills to deliver.
- Proven verbal, written and presentation skills; ability to communicate effectively with a variety of audiences that include internal and external partners such as students, faculty, staff, and administration using judgment and appropriate professionalism in each situation.
- Build constructive working relationships and function collaboratively and cooperatively as a member of a team to support and contribute to the College's success.
- Strong ability to establish priorities, problem solve and proceed to accomplish objectives without supervision, yet discernment with a solutions orientation that engages and motivates business partners as needed for the best outcomes.
- Technological skills; ability to use software packages such as Microsoft Office Suite and experience with database utilization.
- Ability and capacity to work some evenings and weekends as needed to serve students and accomplish goals.

### **Education and Experience:**

- Bachelor's degree is required; master's degree is desired.
- Minimum 5 years professional experience with developed skills in areas such as course delivery, project/process management, relationship development, and customer service; preferably within an education or academic related environment.
- Successful advising, course facilitation and delivery in an adult higher education setting is strongly preferred.
- Proven successful operations, process improvement, and financial/budget responsibility.
- Demonstrated success in consistently achieving desired goals and educational outcomes with a proven ability to both partner and engage others to execute and course correct to achieve outcomes/goals in a goal driven, busy, team environment.
- Demonstrated successful experience in prioritized execution of needed activities resulting in project and goal achievement.

- Ideal candidate possesses experience with college academic programs, policies, and outcomes, with a Christian education worldview, including experience with continuing education, and professional certificates, as well as degree completion and course content requirements for each.
- Demonstrated experience and passion in serving others and respect of all others as God's creation in alignment with and desire to support WLC's mission and ministry values in accordance with WLC's Christian code of conduct.
- Preference will be given to members in good standing of a WELS/ELS congregation.