

Academic & Student Policy Officer and Citizen's Advocate

Colorado Department of Higher Education

POSTING DATE: October 27, 2016

CLOSING DATE: Review of applications will begin immediately and position will remain open until filled.

COMPENSATION: \$45,000.00 to \$55,000.00 annually

DEPARTMENT INFORMATION:

The mission of the Colorado Department of Higher Education (CDHE) is to improve the quality of, ensure the affordability of, and promote access to, postsecondary education for the people of Colorado. The Department carries out the policies of the General Assembly and the Colorado Commission on Higher Education (CCHE). The CDHE works in consultation with institutions, students, and other stakeholders to advance strategic policy initiatives that advance the CCHE's Master Plan. Under its own authority, and through the CCHE, the Department oversees and coordinates state policy for 13 public four-year institutions; 18 two-year institutions (including a system of 13 community colleges); two independent local district colleges; and three local area technical colleges. In addition, through the CCHE the Department regulates private four-year institutions; and several hundred private occupational schools under the direction of the Board for Private Occupational Schools. The Department is organized into six divisions: Student Success and Academic Affairs; Policy and Legislative; Data and Research; Advocacy and Outreach; College Invest/College Assist; and Finance. In addition, pursuant to statute, for purposes of the state budget and certain administrative functions, the State Historical Society is authorized under the Department of Higher Education.

POSITION SUMMARY:

Provides support for Student and Academic Affairs initiatives including Guaranteed Transfer (GT) Pathways general education courses and statewide transfer articulation agreements. Also provides clerical support for stakeholder meetings including General Education (GE) Council, Student Affairs Council, Registrar Council, Admissions Council and organizes state Faculty-to-Faculty conferences. Responds to student complaints and serves on the Governor's Citizen's Advocate committee. This position provides analytical support to executive-level decision-making as well as prepares and presents agenda items to the Colorado Commission on Higher Education. This position exercises independent judgment and makes decisions on a diverse and complex range of higher education policies, processes, and standards. The position regularly corresponds and collaborates with on-campus administrators and faculty, as well as

members of the public. The incumbent will be a member of the Student Success & Academic Affairs division. Attention to detail, excellent written and oral communication, organizational, problem solving and people skills are a must. Strong candidates will have a demonstrated track record of being able to multitask, make decisions, complete tasks and meet deadlines, sometimes with little or no direction and frequent interruptions, as well as an understanding of issues affecting K12 and higher education.

RESPONSIBILITIES:

Essential Duties/Responsibilities

TRANSFER ARTICULATION

- Organizes, coordinates, monitors, and participates in GT Pathways administration
- Participates in/conducts GT Pathways informational workshops for institutions of higher education and K12 audiences.
- Maintains and posts new documents to transfer articulation webpages.
- Organizes, coordinates, and attends Faculty-to-Faculty Conferences.
- Attends GE Council monthly meetings and provides program support including but not limited to drafting agendas and minutes, maintaining contact and distribution lists.
- Tracks and monitors the process of statewide transfer articulation agreements.
- Presents Colorado's transfer articulation programs/pathways at various higher education and K12 conferences.

STUDENT AFFAIRS

- Assists with maintaining and posting new information to the Admission's website.
- Assists with maintaining and soliciting updates of institutions' admission standards, and ensuring the updated information is included in the online admission standards tool.
- Provides support to the Director of Student Affairs on initiatives and programs in the student services area (e.g. Admissions, Degree Within Reach, Concurrent Enrollment, and special projects).

CITIZEN'S ADVOCATE

- Manages and responds to student complaints regarding academic issues filed against public institutions of higher education through the receipt, acknowledgment, analysis, investigation, and resolution of the complaints.
- Attends monthly Governor's Office of Constituent Services meetings.
- Responds to any additional constituent inquiries.

CUSTOMER SERVICE

- Maintains productive communications and working relationships in and outside of the Department.
- Responds promptly and courteously to inquiries made by students, parents, citizens, and stakeholders.

Other Duties/Responsibilities

- Other duties as assigned by the Directors of Student and Academic Affairs.

SUPERVISORY DUTIES:

- Supervise work study students as necessary on discrete projects.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities

- Proficiency in using personal computers, preferably Excel and Word in a Windows environment and Outlook. Knowledge of Microsoft Access is a plus.
- Experience with maintaining websites is a plus.
- Cognitive Abilities - Able to understand complex cognitive issues.
- Computer Literacy - Able to use all functionality of a computer.
- Talking - Expressing or exchanging ideas by means of the spoken word. Talking is important for those activities in which workers must impart oral information to clients, or to the public, and in those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Written Communication - Strong written communication abilities.
- Detail Oriented – Great attention to detail and the ability to multi-task is a requirement for this position.

Education

Bachelor's degree from an accredited institution required.

Preferred Qualifications

Education

Master's degree preferred in Higher Education, Education, Public Administration, Policy Analysis, or related field.

Experience

At least three years' experience in an institution of higher education, state agency, school district, educational or related organization preferred.

Working Conditions

Works in a normal office environment with standard office equipment (such as phones, fax, copiers, and personal computers). The normal working hours are 8 am to 5 pm, Monday through Friday; may be required to work additional hours depending on needs of the business. Some travel required.

APPLICATION PROCEDURES:

To be considered for this position, candidates must possess the required qualifications listed above and submit a complete application package, which must include the following:

- 1. Letter of Application.** A letter of application which addresses how you meet the qualifications described in this announcement.
- 2. Resume or Vitae.** A detailed resume or vitae including all educational and professional experience.

Submit your completed application materials to:

clangan@college-assist.org

OR:

Colorado Department of Higher Education
Human Resources
1560 Broadway, Suite 1600
Denver, Colorado 80202

This position is non-classified and exempt from the rules of the Colorado State Personnel Board.

Employment is contingent upon successful completion of a criminal background check.

The Colorado Department of Higher Education is an Equal Opportunity employer. In compliance with federal and state anti-discrimination laws, the Department does not discriminate in matters of employment based on disability, race, creed, color, sex, sexual orientation, transgender status, religion, age, national origin, or ancestry.