

Student Success Director
Old Dominion University

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Posted Nov. 6, 2024, set to expire Nov. 1, 2025

Job Title	Student Success Director
Department	TELETECHNET - DIST LEARN
Institution	Old Dominion University Norfolk, Virginia
Date Posted	Nov. 6, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Student Affairs
Job Website	https://jobs.odu.edu/postings/22043

Apply By Email

Job Description

Job Summary

The Student Success Director will serve as the advisor and student coach for current digital learning students in assigned programs. The position will support University enrollment and retention goals by advising and coaching current fully online students from matriculation to graduation. Additionally, the Student Success Director will represent Old Dominion University and ODUGlobal, serving as agents of the University, as necessary, in support of partnership relations, location operations, program promotion or process improvement.

Position Type: FullTime

Type of Recruitment: General Public

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Minimum Qualifications

- ***Master's degree in higher education (or related field) and/or Master's degree in unrelated field combined with at least 2 years of related work experience in higher education areas of student services and academic advising may be accepted.***
- Information technology skills applicable to advise, support students, work and collaborate entirely in an online and teleworking environment.
- Demonstrated ability to relate to and communicate with individuals and groups of designated students in an inclusive and culturally competent manner through the use of basic communication, helping, and problem-solving skills.
- Ability to engage in ongoing assessment and development of self and the advising practice.
- Ability to adapt to potential time zone differences in serving students worldwide.
- Effective organizational skills with versatility and problem-solving skills are a must.
- Experience managing a high-volume advising caseload.

Preferred Qualifications

- Prior Advising/counseling experience in a college or university setting, preference for online experience.
- Experience using relevant information technology collaboration tools (Zoom/WebEx, MS Outlook, SharePoint, OneNote, MS Office, MS Teams/Slack, Canvas), customer relationship management systems (Salesforce), and student information systems (BANNER) preferred.
- Understanding of the characteristics, needs, and experiences of major and emerging student populations.

Conditions of Employment

Remote (Telework) academic advisor and success coach working with students worldwide using Customer Relationship Management (CRM) system (SMS, Email, Voice, and Video) as part of a distributed college team.

Equipment and computer systems will be provided for your remote work location. You will be responsible for ensuring you have a dedicated office space as well as **100 Mbps of download speed and 10 Mbps of upload speed**

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of dedicated internet bandwidth at your remote work location.

Typical work schedule 8am-5pm EST with flex scheduling as required to support student roster.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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