

Executive Director of Integrated Student Services  
Kean University

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Downloaded On: Apr. 17, 2025 6:23pm

Posted Jan. 22, 2025, set to expire May 24, 2025

<b>Job Title</b>	Executive Director of Integrated Student Services
<b>Department</b>	Cougar Help Center
<b>Institution</b>	Kean University Union, New Jersey
<b>Date Posted</b>	Jan. 22, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Senior Executive Officer Director/Manager
<b>Academic Field(s)</b>	Business & Administration Student Affairs
<b>Job Website</b>	<a href="https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Executive-Director-of-Integrated-Student-Services--Cougar-Help-Center_R3327">https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Executive-Director-of-Integrated-Student-Services--Cougar-Help-Center_R3327</a>

**Apply By Email**

**Job Description**

### **Cougar Help Center**

Executive Director of Integrated Student Services

Kean University will be opening the **Cougar Help Center**, a customer service office integrating the offices of the Registrar, Financial Aid and Student Accounting. With specially trained team members, the Center will provide professional, cross-functional support services to students. Initially reporting to the Senior Vice President for Student Success, and transitioning to report to the Associate Vice President for Student Success and Retention when launched, the Executive Director of Integrated

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Student Services (Executive Director 3) will play a pivotal role in the establishment and management of the Center. With a commitment to student success, the Executive Director will provide leadership and be instrumental in creating a new, comprehensive, front-end service process to enhance the student experience and streamline administrative processes. The Executive Director will be responsible for implementing strategies with the goal of increasing retention and graduation rates at the university and will work collaboratively with various departments, ensuring efficient and student-centric operations.

This is not a remote position and requires physical presence on campus as determined by the Supervisor. This position requires travel and a flexible scheduling including evening and weekend hours.

Qualifications: Master's degree from an accredited college in Higher Education Administration, Student Affairs, Business Administration or a related field and five (5) years of professional experience in higher education administration, with a focus on student services and front-end functions is required.

Preferred qualifications include: a Doctoral degree in Higher Education Administration or a related field; experience in leading and implementing integrated student services models; and knowledge of emerging trends and best practices in higher education administration. Candidate must have strong leadership skills with the ability to build and lead a high-performing team; excellent communication and interpersonal skills, with a focus on customer service; the ability to work collaboratively with diverse internal and external stakeholders; and in-depth knowledge of student services, registrar, financial aid and student accounting functions.

Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official transcripts are required prior to the starting date of employment.

### Contact Information

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

### Contact