

Director, Academic and Student Success Operations
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=260561>

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Posted Aug. 4, 2025, set to expire Nov. 30, 2025

Job Title Director, Academic and Student Success Operations
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Aug. 4, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Administration - Other
Administration - Student Affairs

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Job Description

Posting Details

Position Information

Position Title: Director, Academic and Student Success Operations

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Requisition Number: SCA00849

General Description

The Director, Academic and Student Success Operations supports the Provost and Vice President in the management of administrative and operational efficiencies within the Academic & Student Success division, including management of divisional communications. This position assists in evaluating current and proposed processes and procedures to support the attainment of divisional goals and objectives, as well as making recommendations and managing the implementation of new processes.

The Director is responsible for management of the Academic Operations Unit, including staff whose functions are related to academic scheduling and academic systems, and the administrative support functions related to faculty promotions and sabbaticals, divisional reporting, budgets, and recordkeeping.

#ID23

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

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- Develop and implement policies, procedures and systems in support of operational effectiveness and the attainment of divisional goals and objectives.
- Collaborate with the Provost and Vice President in the preparation and distribution of all divisional communications.
- Manage, organize and oversee the Academic and Student Success Council meeting agendas, minutes, meeting materials and historical documents.
- Oversee functions related to released time, academic scheduling, full-time faculty ratio and faculty workload, faculty pay, etc.
- Ensure administrative functions are in compliance with College policies and adhere to the College's collective bargaining agreements.
- Manage functions related to the division's planning, development, and implementation of administrative operations to include maintenance of filing system, records, forms, report schedules, contracts and correspondence.
- In collaboration with the Provost and Vice President, monitor and manage the division's operating budget, preparing budget adjustments and providing reports, as needed.
- Ensure that all necessary reporting, recordkeeping and auditing systems are implemented in accordance with established protocols and requirements.
- Manage, evaluate, and provide training to members of the Academic Operations Unit.
- Collaborate with deans and department managers to support initiatives, processes, and strategies that contribute to improvements in the delivery of services and programs.
- Collaborate with the Human Resources department in the management of processes related to faculty and staff hiring, performance reviews/evaluations, faculty promotions, sabbaticals, etc., ensuring compliance with collective bargaining agreements.
- Collaborate with the Strategic Communications department to maintain the division's web site and publications, and perform updates as needed.
- Assist in the research, data collection, and preparation of divisional reports and external requests, ensuring accuracy of content and timely delivery; including annual progress reports, external mandated documentation, and compliance reports.
- Assist in the development of technology enhancement strategies appropriate for division services and programs.
- Serve as a representative of the division on various College committees, as directed.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Maintain sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and ethnic backgrounds.

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- Deliver quality customer services to both internal and external constituents in a professional helpful and courteous manner.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree required. Any and all degree(s) must be from a regionally accredited institution of higher learning.
- Six (6) years of relevant work experience in operations, administration or management required.
- Previous supervisory experience required.
- Advanced level proficiency in MS Word and Excel required.
- Strong organizational and time management skills required.
- Strong attention to detail required.
- Excellent communications skills, both verbal and written, to effectively interact with people of diverse backgrounds required.
- Ability to demonstrate initiative required.
- Ability to create and evaluate procedures and processes for improvement is required.
- Strong problem-solving and planning skills required.
- Ability to collaborate well with others required.
- Demonstrated customer service orientation required.
- Experience managing budgets required.
- Experience with enterprise-wide software required.

Preferred Qualifications

- Master's degree preferred.
- Previous administrator experience in higher education preferred.
- Experience with Banner preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

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“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 4

Min Salary/Hourly Rate: \$62,672

Max Salary/Hourly Rate: \$103,410

Job Posting Open Date: 07/31/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.

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- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree

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- Master's Degree
 - Doctorate
 - Other
4. * Do you have six (6) years of relevant work experience in operations, administration or management?
- Yes
 - No
5. * Do you have supervisory experience?
- Yes
 - No
6. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
- Yes, the salary range is within my expected salary expectations.
 - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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