



Position Overview

Reporting to the Vice President for Enrollment Management, the director of the One-Stop Student Services Center (One-Stop) will lead and manage day-to-day operational activities that are customer and student-centered. The director will ensure the One-Stop provides seamless, integrated, and efficient services throughout the entire student life cycle. The center will include cross-functional solutions for student billing and payment, financial aid, registration activities, transcripts, and other administrative student services. This role will have a focus on creative implementation of new and existing structures, while providing daily leadership and assessments of key performance and project metrics. The director will stay current on new and evolving strategies and tactics to ensure continuous improvement related to One-Stop functions. Other primary responsibilities include setting goals and strategic direction, implementing policies and procedures, overseeing business processes, systems usage and integration, and staffing oversight to include hiring, coaching, supervising, and evaluation of student and professional staff members. This position requires a high level of professional judgment and excellent communication skills.

Position Outcome

Most Important Services and/or Results Expected from this Position:

- Successfully direct the One-Stop to meet objectives and goals of the strategic plan of the University, as related to enrollment and fiscal stability
- Help increase student retention
- Work to implement industry best practices related to financial aid, registration, and advising coordination
- Prepare accurate and realistic operating budgets
- Supervise and train staff
- Represent the University in a professional manner at all times
- Uphold the mission of the University as a private, Catholic HBCU

Required Skills, Traits, and Abilities

Knowledge of:

1. Federal, State, Institutional/organizational, policies, procedures, and administrative practices, generally administered in higher education
2. Finance, accounting, and management
3. Admission, registration, financial aid, and records
4. Rules, regulations, requirements, and policies related to enrollment, financial aid, and retention
5. Modern office methods, procedures, and equipment, including computer databases and related software
6. Principles of training and providing work direction
7. Correct English usage, grammar, spelling, punctuation, and vocabulary
8. Interpersonal skills using tact, patience, and courtesy
9. Campus emergency procedures

Ability to:

1. Create and manage databases to support One-Stop cross functionality
2. Explain billing details, payment options, and payment deadlines for students and families
3. Work with, and keep confidential information
4. Lead, motivate, and build consensus with staff and institutional stakeholders



5. Organize and analyze large amounts of data. Be able to prepare said data for easy interpretation/visualization of internal and external stakeholders
6. Maintain an organized work environment
7. Use persuasive written, oral, and listening skills
8. Work under extreme pressure in a fast-paced environment
9. Demonstrate accountability for meeting established retention and student satisfaction goals
10. Work independently and proactively to solve problems
11. Utilize professionalism and leadership qualities representative of an institution of higher education
12. Adapt to changing work demands and priorities

Minimum Entry Requirements:

1. Bachelor's degree is required; Master's preferred
2. Knowledge of database development and utilization to support enrollment management
3. Seven to ten years of previous financial aid, registration, or business office experience
4. Experience in a non-profit higher education institution is preferred
5. Working knowledge of tuition discounting practices, packaging philosophies, Title programs, registration basics, and admission policies
6. Previous experience managing and leading teams of people

Essential Functions

1. Continually seek innovative ways to improve service to students, parents, faculty, staff, and the University community
2. Counsel and advise students and parents regarding in-depth financial aid questions concerning FAFSA applications, financial aid eligibility and disbursement of aid, as well as cost of attendance figures, difference and benefits of different aid types, and estimated family contribution formulas
3. Administer and supervise the implementation of all One-Stop and University policies; serve as chief operations person for the One-Stop
4. Alongside VPEN, articulate forward-thinking vision within enrollment management division
5. Review and process transcript request forms, certification letter requests, and financial aid information requests
6. Investigate appeals, waivers, and petitions as well as supporting documentation to make decisions, and evaluate and complete appeals to include: late registration, late payment, late fees, Student Service fines or fees, and late enrollment
7. Provide data-inspired leadership and decision-making in the operations of the One-Stop Student Services Center
8. Plan, prioritize, implement, and execute excellent customer and student-centered services and activities that contribute to the University's goals and objectives
9. Guide, lead, mentor, coach, and empower staff to provide excellent student services and encourage forward thinking, problem-solving, continuous improvement, and professional development
10. Support students and staff with complex issues, resolve referrals from other offices, and solve or de-escalate complicated issues using professional judgment and individual discretion
11. Collaborate with other units and offices to solve issues that may arise, and ensure streamlined, effective communication and promotions



12. Stay current on trends, emerging systems, and new services by attending conferences, workshops, and webinars, participating in consortiums, reading research regarding best practices, etc.
13. Represent the One-Stop internally and externally, as needed
14. Research and resolve billing questions and discrepancies with Business Office
15. Counsel students, parents, and staff on policies, regulations, compliance, and resolve pending complaints
16. Attend and assist with meetings and workshops, as needed, for student/staff development/training
17. Prepare and manage operating budget to balance at end of year
18. Attend professional conferences/webinars to increase awareness of issues that will likely impact the collaborative One-Stop environment in general, and XULA, in particular
19. Work closely with Enrollment Management to articulate affordability to parents of prospective and current students
20. Edit One-Stop section of the catalog
21. Provide reports and data when requested by the administration
22. Supervise the development of publications, forms, and mailings
23. Work closely with IS department staff to implement database reporting structures One-Stop functions
24. Implement appropriate hiring, training/professional development, and staff evaluation for all One-Stop workers, to include students
25. Travel as needed; develop and foster relationships and partnerships with corporations, schools, and other agencies to facilitate recruitment of students throughout NOLA
26. Other duties as assigned

Work Distribution

% of Total Working Time	Work Tasks and Responsibilities
35%	Daily oversight and management of staff, aid programs, and University policies
15%	Database management
15%	Personnel hiring, training, leadership, and mentoring
15%	Office budget, awarding budgets, and schedules
10%	Reports, Presentations, Data Mining
5%	Marketing
5%	Travel



XAVIER
UNIVERSITY of LOUISIANA

**Director, One-Stop
Student Services Center**

New Orleans, Louisiana

Physical Requirements

- Ability to lift and carry 25 pounds or more, on occasion
- Able to sustain driving during the day and night
- Able to sit and stand for long periods of time
- Able to wear a headset for calling and to type on keyboard for long periods

The statements made here are not an exhaustive list of duties, responsibilities, and skills required for this position. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.