Director of Academic Services
(Academic Advising Department, Library and Academic Support Center)

Summary:
The successful candidate will lead the functions of Academic Advising Department, Library and Academic Support Center working with the manager of each function to overlook and get involved in daily operations, and on the strategic level to set and implement an overall development plan.

Responsibilities and Duties:
- Perform all duties of an Academic Advisor
- Work with the VP – AA to set strategy and associated goals for academic advising and academic support (development) services at RIT Dubai, and map them to university level strategy.
- Set a plan for achieving the goals with a set of KPIs for the team as well as individual members.
- Maintain effective communication and establish excellent work relationships with all the relevant constituencies at the RIT main campus to facilitate the transfer of knowledge, e.g. curriculum changes and new workflows, and experience to achieve established goals.
- Maintain effective communication and establish excellent work relationships with all local constituencies (advisors, managers, students, faculty, department chairs, VPs, etc.).
- Assess the team members’ performance (including managers) transparently against the plan and the associated KPIs.
- Work with the VP – AA for ongoing progress assessment and plan modifications to assure continuous progress.
- Identify growth opportunities and professional development plans for all team members.
- Identify areas of improvements on a regular bases and proactively target incorporating these into the plan.
- Proactively seek maximum student satisfaction through various means like maximizing team efficiency, introducing tracking and automation tools (CRM, Early Alert, etc.), increasing development opportunities through the ASC, etc.
- Support the Academic Advising Department manager and the Academic Support Center manager with their various tasks.
- Engage the Director of admissions to identify improvement ideas for achieving goals especially as it pertains to potential and recently enrolled students.
- Engage the department chairs, faculty and students in the identification of improvements for the Advising Department, Library and the Academic Support Center.
- Perform any related tasks upon need / request.
Qualifications and Requirements:

- Master’s Degree in education or related fields, other professional certificates are a plus
- Minimum of five (5) years of solid working experience in the field of higher education, including at least two (2) years in a leadership similar / related role.
- Strong knowledge of best practices and trends in the higher education sector with hands on experience in designing and implementing comprehensive development plans
- Experience with credit hour education system, and using student information systems
- Proven ability to lead projects to a successful conclusion and experience of managing change.
- Advanced leadership and coaching skills
- Excellent customer service and problem solving skills
- Advanced communication and interpersonal skills
- Result oriented with focus on productivity (Quality and quantity of work)
- Ability to deal with various situations and difficult clients.
- Flexible, able to work in a fast-paced, high energy environment
- Fluent professional English language, Arabic language is a plus

Application Procedure:
Please email your application to careersdubai@rit.edu and include the following items in your application:

- Subject line must include the source, your name and position you are applying for;
  (John Smith – Director of Academic Services)
- Cover letter detailing your technical/professional, teaching, and scholarship qualifications and achievements.
- Resume or curriculum vitae.
- Contact information.

Applications review will begin immediately and continue until a candidate is selected, only shortlisted candidates will be contacted. For more information, please visit RIT Dubai website at www.dubai.rit.edu.