

# New Heights

**JOB TITLE:**

Director of Student Experience & Success

**REPORTS TO:**

Chief Academic Officer

**TO APPLY DIRECTLY WITH NEW HEIGHTS, PLEASE VISIT:**

<https://fs20.formsite.com/yNVh1M/u7nq5ocd65/index>

**SALARY:** From \$80,000.00/year; 12-month position

**COMPANY:**

Established in 2023, New Heights is an authorized public high school for people 18-50 that has been created to drive multigenerational transformation through lifelong learning and economic independence. Founded by the original experts in adult education in Texas, New Heights provides a new experience for Texans who want to re-engage in their educational journey now that a high school diploma (not a GED), career education, and college access are more accessible.

The mission of New Heights is to rapidly increase opportunities for marginalized communities by connecting individuals with relevant and impactful high school education, career and technical training, college pathways, and jobs in an environment designed specifically to meet the responsibilities, challenges, and whole-person needs of adult learners ages 18-50. New Heights is a collaborative and welcoming learning environment that respects a student's experiences, life circumstances, and goals, providing an opportunity to develop their pathway, co-create with peers and teachers, and become more prepared for a career or college.

**POSITION SUMMARY:**

The Director of Student Experience and Success leads initiatives that ensure a positive and enriching experience for our students throughout their academic journey. This director-level position will lead multiple teams that oversee the entire student lifecycle, from recruitment and enrollment to orientation, advising, graduation, and career planning. They will lead the dual credit programming and ensure students' seamless college and career programming transition. The director will lead the consistent communication of the New Heights vision and student journey from beginning to end. This collaborative leader will be innovative, data and process-driven, relationship-focused, and passionate about improving all students' educational experience, particularly those in marginalized communities. They will liaise with Tarrant County College and ensure our students can achieve their career goals through an easy and seamless pathway. The position will collaborate with the chief academic officer and partners to ensure alignment with campus needs and remain aligned with the priorities of the New Heights Board, CEO/Superintendent, and district.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **1. Leadership and Strategy**

- Develop and implement strategies to drive student enrollment, persistence, and retention.
- Create and lead cohesive programs that promote student success, achievement of a high school diploma, and career certifications.
- Drive organizational vision of community, support, learning, growth, and financial independence.
- Provide support, work closely, and maintain open communication with leadership, staff, and students to support students' career development success and ensure student engagement and retention.
- Creates and leads consistent, transparent, and seamless student experience through the entire journey through New Heights.
- Develops and implements strategies to remove institutional barriers for success, ensuring a student's whole-person needs are met.

### **2. Team Management**

- Lead and manage multiple teams across recruiting, advising, enrollment, scheduling, support, careers, and graduation planning.
- Foster a collaborative environment that encourages innovation, creativity, and shared goals for student success.
- Support the growth and development of team members.
- Create a "one-team" culture.

### **3. Student-Centric Programming**

- Design and facilitate programming that re-engages students in educational programming and support services that meet the needs of working adult students.
- Ensure effective dual enrollment programming that meets the needs of students and aligns with institutional goals.
- Provide support, work closely, and maintain open communication with leadership, staff, and students to support students' career development success and ensure student engagement and retention.
- Identify and engage students in coaching sessions who may need additional support in selecting career or college pathways.
- Identify and address obstacles students face in pursuing educational and career goals, including financial, academic, or social challenges.

## New Heights

- Develop resources and support systems that promote equity and access to certification pathways.

### 4. Performance Monitoring and Assessment

- Utilize data analytics to assess student outcomes, identify trends, and inform strategic decisions.
- Collaborate with New Heights staff to contribute to developing CCMR-related metrics and ensure ongoing tracking and data collection.
- Collect and maintain student information to ensure academic progress before and during the transition to certification programs.
- Create processes and monitor the documentation of interactions with all students following ethical quality, quantity, and timeliness standards.
- Collect quantitative and qualitative data around student interest, career pathway entry, and other event-related activities (such as workshop attendance and engagement).
- Provide regular reporting data (both quantitative and qualitative) to demonstrate student and program progress, goals, and student needs.
- Track students' progress from enrollment through certification attainment, utilizing data to identify areas for improvement and success measurement.
- Establish key performance indicators to evaluate program effectiveness and student outcomes, making data-driven decisions to enhance programs.

### 5. Collaboration and Partnerships

- Establish strong relationships with students, faculty, and external partners to build a supportive educational community.
- Serve as liaison with Tarrant County College to ensure seamless student access and programming.
- Collaborate in building employment and business relationships to support students' career goals.
- Maintain ongoing collaboration with key community partners (community agencies, educational institutions, and employers) to enhance the assembly of career and college-related opportunities offered to students.
- Function as a liaison between students, the campus, and external entities (CTE/IBC and post-secondary) to ensure students make successful transitions and sustain progress.
- Identify and involve community resources to assist with closing student gaps and areas of need.
- Establish community connections and partnerships to continue supporting student recruitment and retention efforts in CTE and IBC.

## New Heights

- Attend and coordinate networking and community partnership recruiting events throughout the Greater Dallas/Fort Worth.

### 6. **Communication and Advocacy**

- Communicate effectively with stakeholders at all levels, ensuring alignment between departments and promoting a shared vision for student success.
- Advocate for student needs and resources to enhance their educational experience and career readiness.
- Create marketing and communications campaigns to increase exposure and engagement with careers.
- Implement outreach initiatives to expose and promote career pathways and certification programs.
- Develop marketing strategies highlighting the benefits of obtaining certifications, focusing on success stories and outcomes.
- Clarify and document all college and career processes.

### 7. **Program Development**

- Design and implement comprehensive programs that facilitate students' attainment of career certifications through high school and college pathways.
- Collaborate with industry partners and faculty to align educational offerings with current workforce needs and certification requirements.
- Develop and implement a Master Recruitment Plan specific to CTE/IBC to increase enrollment throughout the school year, including summer.
- Use evidence-based coaching, academic strategies, and tools to lead student college and career exploration and selection of dual enrollment certification programs.
- Collaborate with industry partners and faculty to align educational offerings with current workforce needs and certification requirements.
- Build Career and CTE pathways to meet employment and student needs, including collaboration with TEA, TCC, curriculum teams, and other partners.
- Connect students to apprenticeships, internships, job shadowing, and other job and career opportunities.
- Work across teams to ensure the full integration of career pathways into all academic programming.
- Work with academic departments to create and revise curricula that include career certification pathways.

### 8. **Continuous Improvement**

## New Heights

- Regularly assess and refine program offerings based on student feedback, labor market trends, and educational research.
- Encourage innovation and the use of technology to enhance student learning and engagement in certification programs.

### **OTHER DUTIES AND RESPONSIBILITIES:**

- Foster a spirit of collegiality with all teams throughout New Heights and TCC.
- Encourage the active involvement of all team members in the decision-making process.
- Assist with the planning and developing annual graduation activities, ceremonies, and corresponding alum involvement.
- Through professional development opportunities, conferences, and networking with colleagues in the field, stay updated on current trends, best practices, and policies in college admissions, career development, and adult education.
- Responsible for serving students who are attending both day and night classes. Must have flexibility to be on campus day and night on a consistent schedule developed in agreement with the CAO.
- Attend all team and professional development meetings.
- Assist Chief Academic Officer and Student Outreach and Partnerships Manager with outreach efforts and community integration events throughout the school year (periodically at night and on weekends).
- Practice the effective and quick resolution of conflicts among team members.
- Comply with policies established by federal and state law, including, but not limited to, State Board of Education and New Heights Board policy.
- Participate in preparing, implementing, and evaluating a team budget based on the campus's needs and aligned with the New Heights Board, Superintendent, and District priorities.
- Assist other district and campus teams with outreach and engagement events throughout the school year (periodically at night and on weekends).
- Perform other duties as assigned to support the success of New Heights.

### **SUPERVISORY RESPONSIBILITY:**

Admissions Coaches, Advising Coaches, College & Career Managers

### **REQUIRED QUALIFICATIONS & EXPERIENCE:**

- Bachelor's degree from an accredited college or university.

## New Heights

- Two years experience working with marginalized populations.
- Four years experience in college & career counseling, advising, or coordination, preferably with adult learners.
- Demonstrated experience in successfully leading teams to achieve goals.
- Knowledge of college admissions processes, financial aid programs, and career development resources.
- Strong interpersonal and communication skills, with the ability to engage and motivate diverse student populations.
- Proficiency in using technology tools and platforms relevant to college and career counseling.
- Excellent organizational and time management abilities to coordinate multiple activities and deadlines.
- Demonstrated commitment to supporting adult learners in achieving their educational and career goals.
- Ability to oversee, coordinate, and influence a proactive and solution-focused team, focused on a positive first impression when inviting potential students and community partners.
- Strong sense of professionalism, administrative ability, systemic understanding of developing adult relationships, building trust while utilizing socioemotional approaches, and effective communication/interpersonal skills with adults seeking a return to the educational environment.
- Superior leadership, supervisory, organizational, verbal, and written communication skills, and remaining calm when handling multiple tasks effectively.
- Experience working with adults aged 18-50 in urban, non-traditional, and/or adult education settings; Possess an understanding of marginalization and how it impacts an individual and the community; Display respect for diversity of thought and have experience implementing thoughtful collaboration within a team and the New Heights community.
- A valid Texas driver's license is required. This position will require periodic travel to Greater Dallas/Fort Worth locations.

### **PREFERRED QUALIFICATIONS & EXPERIENCE:**

- Master's degree from an accredited college or university.
- Direct experience working with Tarrant County College, particularly in dual-credit programming.
- Six years experience in college and career, advising/counseling, program development, recruiting, partnerships management, student advising, or related experience.

## New Heights

- Ability to provide interventions and supports for special education students and English Language Learners.
- Bilingual in Spanish is a plus.

### **BENEFITS:**

- Teacher Retirement System
- Annual paid time off
- Health Benefits
- FSA
- Life Insurance

### **COMPENSATION & SCHEDULE:**

- Based on experience and qualifications.
- Twelve-month position. State and Federal Holidays; School Breaks; PTO.

### **TO APPLY DIRECTLY WITH NEW HEIGHTS, PLEASE VISIT:**

<https://fs20.formsite.com/yNVh1M/u7nq5ocd65/index>

**SALARY:** From \$80,000.00/year

### **NOTICE:**

All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, age, marital status, pregnancy, genetic information, or other legally protected status.

New Heights is a public school, and a post-offer background check and fingerprinting are required to ensure the applicant meets all eligibility requirements for the position.

*By signing below, I acknowledge receiving a copy of this job description and that I am able to perform the essential duties and responsibilities of the position with or without reasonable accommodations.*

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*