

## Director, Student Services

<b>Department:</b>	Student Services	<b>Competition #:</b>	26-A-05
<b>Campus:</b>	South - Windsor	<b>Classification:</b>	Administration
<b>Posting Type:</b>	Internal/External	<b>Salary Range:</b>	Salary Range: \$113,514 - \$141,892
<b>Status:</b>	Full-Time	<b>Closing Date:</b>	Friday July 10, 2026, at 4:30pm
<b>Presentation Required:</b>	Yes	<b>Start Date:</b>	As soon as possible

St. Clair College is an internationally recognized, comprehensive institution offering a broad mix of educational and training opportunities in the Windsor, Essex and Chatham-Kent areas. We are looking for a Director, Student Services, to join our management team under the direction of the senior leadership team.

The Director, Student Services is a strategic thinker and proactive leader who models strong communication, organizational and interpersonal skills. The Director is accountable for efficient and effective administrative leadership, strategic planning, management and evaluation of the delivery of Counselling and Accessibility Services, the Library and the operations of the Learning Commons. The Director is the primary source of advice/advocacy for the provision of student services including student rights, which enhance the quality of education and student life. The Director manages day-to-day operations and implements programs designed to promote a student-centered environment.

### Summary of Duties:

- Collaboration to ensure consistency of services across campuses and maintenance of optimum service levels.
- Project management, including the development of dashboards with Key Performance Indicators (KPIs).
- Reviews department performance statistics and reports, and co-ordinates planning sessions to develop feedback mechanisms and operational changes to address student and College service needs.
- Liaises with academic, administrative, and other service departments in the College to ensure high quality, effective service to students and staff.
- Ensures effective liaison with related ministries by submitting program proposals, budgets, strategic plans and annual reports in a timely manner, clearly outlining emerging needs, constraints, and opportunities, and including relevant background and statistical information.
- Develops and maintains effective provincial and community partnerships by meeting/liasing with officials or staff of school boards, area social agencies, and internal and external committees.
- Ensures compliance with laws, codes and regulations related to student services.
- Consultation with faculty and staff related to students in crisis, accessibility, and human rights issues; leads the response to the death of a student through the established protocol.
- Risk mitigation related to accessibility issues, human rights issues, violence, response to student crises and the identification of student issues that require escalation.
- Promotes and demonstrates a commitment to a culture of continuous improvement.
- Receives escalated complaints, deals with competing priorities and assists with emergency situations.
- Participation on College committees.

### Qualifications:

The ideal candidate will have a degree in education, social sciences or related field and have knowledge of the design and delivery of student services. The ideal candidate will possess analytical and problem-solving skills to resolve complex issues and a demonstrated ability to establish/maintain effective relationships with students, government officials, staff, and administration. Candidates who have a thorough understanding of legislation and policy related to accessibility, human rights, and privacy, as well as a depth of knowledge of learning and a post-secondary level, including the application of accommodations in the contract of course and program outcomes, would be considered an asset. A minimum of 7 years of managerial and administrative related experience or equivalent, especially in post-secondary is desired.

**Candidates selected for an interview will be required to provide a 10-minute presentation. Details will be provided when interviews are scheduled.**

Please forward your resume quoting the competition # by online application at <https://www.stclaircollege.ca/careers/apply>. This link includes those who have worked for the College within 1 year of this posting. Resumes must be received prior to the closing date and time.

In order to be considered, internal applicants must be in good standing as defined in the College's Recruitment & Selection Policy.

**All active internal applicants MUST apply through the St. Clair College online application system:**

<https://intranet.stclaircollege.ca/human-resources/job-application-form.html>. We do not use artificial intelligence (AI) to screen or assess applicants nor do we request or collect personal information beyond what is needed for the application process. Candidates can confirm the legitimacy of any job posting by checking the St. Clair College careers website.

Canadian work experience is not a requirement. Candidates with non-North American credentials must provide a [World Education Services \(WES\)](#) evaluation confirming the Canadian equivalency of the credentials. Candidates who have non-North American credentials who have not yet been assessed as indicated above are expected to make application to [WES](#). Offers of employment require a completed evaluation from [WES](#).

St. Clair College is committed to workplace diversity and provides accommodations to applicants with disabilities throughout our hiring process. If you require an accommodation, please contact Human Resources.