UMass Amherst  
Director, Center for Multicultural Advancement and Student Success (UC01RN_00017762)

**JOB INFORMATION**

**Position Title:** Director, Center for Multicultural Advancement and Student Success (UC01RN_00017762)  
**FLSA:** Exempt  
**Level:** 30  
**Position Number:** 00017762  
**Last Edited:** 2/22/2017 1:07:25 PM  
**Employee Name:** Vacant

**ORGANIZATION**

**Organization:** Advocacy, Inclusion and Support Programs  
**Reports To:** Assistant VC, AISP - Perdomo  
**Union Code:** MTA/NEA Professional Staff

**Location:** On-Campus/Amherst Area

**Supervisory Responsibilities**

This position manages people  
# Direct Managed:  
# Indirect Managed:  
# Students Managed:

**JOB SUMMARY**

Under general direction, this position provides program, operational and strategic leadership and oversight for the Center for Multicultural Advancement and Student Success (CMASS). Primary focus areas for this position include outcomes-based programs and services supporting strategic goals for student success and the student experience of underrepresented populations; and, ensuring CMASS resources are allocated to their best and most effective use. Special attention in this role is given to CMASS efforts influencing effective outreach, building positive and inclusive communities, and enhancing student retention to graduation. While the mission of CMASS directly supports students from underrepresented groups, its programs and services are available to all UMass Amherst students. This position reports to the Assistant Vice Chancellor for Advocacy, Inclusion and Support Programs and is relied upon as a key leader in the AISP cluster.

**Department Specific Position Summary Items**

**Primary Responsibilities**

1. Provides direction and strategic leadership for outcomes-based programs and services supporting student success and the student experience of underrepresented populations. Includes defining and operationalizing department priorities and corresponding allocations of financial, staff and space resources to ensure successful completion of goals.

2. Establishes and maintains positive, effective and collaborative working relationships with AISP, SACU, campus and community stakeholders. Establishes, achieves and assesses CMASS strategic goals and objectives. Maintains current knowledge of related national and campus issues and best practices. Ensures that CMASS is responsive to changing student needs. Advocates positively on issues that impact students, especially in the areas of inclusion, diversity and equity. Serves on related committees, as assigned.

3. Builds and sustains a positive and effective staff able individually and collectively to consistently meet or exceed established goals and objectives. Establishes and sustains a culture of data-informed and consensus-led decision making. Ensures that CMASS staff members and volunteers are properly trained and supervised; and, are provided appropriate appraisals of job performance.

4. Determines and secures funding, staff and space resources required to meet CMASS goals and objectives. Monitors effectiveness of resource allocations and adjusts as needed to promote successful achievement these goals and objectives. Involves staff and key stakeholders in this process.

5. Prepares reports summarizing the scope and impact of CMASS programs and services. Implements and utilizes ongoing assessment strategies to evaluate and inform CMASS programs and services. Assists other departments in similar efforts.

**Other Responsibilities**

Performs related duties as assigned or required to meet Department, Executive Area/Division, and University goals and objectives.

Understands responsibilities with respect to Title
Other Responsibilities

- Demonstrates capacity, skill and willingness to
  engage students and contribute to student success.
  Works collaboratively with other campus
  stakeholders to fulfill the mission of Student Affairs
  and Campus Life
- Other (Please Specify) Contributed toward creating a positive and respectful workplace
  defined by personal and professional competence, integrity, and
  collaboration.

Position Specific Requirements

- Required to work some nights
- Required to work some weekends

Required for All Jobs

- Understands responsibilities with respect to conflicts of interest and behaves in ways consistent both with law and with
  University policy.
- Contributes toward creating a positive and respectful workplace defined by personal and professional competence, integrity, and
  collaboration.
- Understands and contributes to implementation of departmental and institutional goals for achieving non-discrimination and
  creating a respectful, inclusive environment that is supportive of diversity.
- Uses access to sensitive and/or not yet public university related information only in the performance of the responsibilities
  of position and exercises care to prevent unnecessary disclosure to others.

QUALIFICATIONS

Education/Experience

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Major/Area of Study</th>
<th>Yrs of Exp</th>
<th>Details</th>
<th>Req/Preferred</th>
<th>Or</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master's degree</td>
<td>Higher Education Administration, Social Justice, Sociology or related field</td>
<td>5</td>
<td>Post Master's degree: Related work experience with demonstrated progression of greater responsibility in supervising professional staff, and in creating academic, developmental and cultural programs and services for multicultural and otherwise diverse student populations in a university setting.</td>
<td>Required</td>
<td>X</td>
</tr>
<tr>
<td>Doctoral/terminal degree</td>
<td>Higher Education Administration, Social Justice, Sociology or related field</td>
<td>2</td>
<td>Post doctorate or terminal degree: Related work experience with demonstrated progression of greater responsibility in supervising professional staff, and in creating academic, developmental and cultural programs and services for multicultural and otherwise diverse student populations in a university setting.</td>
<td>Preferred</td>
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Skills and Abilities

1. Contemporary knowledge of theory and best practices related to promoting establishing and sustaining positive, inclusive communities.
   Description | Req/Preferred
   Required
2. Highly cultivated cultural competency; coupled with superior intercultural communications skills and demonstrated ability to effectively relate to and support diverse, underrepresented and/or underserved populations.
   Description | Req/Preferred
   Required
3. Contemporary knowledge and understanding of issues and corresponding effective Intervention strategies impacting underrepresented/underserved college student populations.
   Description | Req/Preferred
   Required
4. Excellent budget development and fiscal management skills.
   Description | Req/Preferred
   Required
5. Demonstrated ability to lead, organize and manage concurrent priorities and projects.
   Description | Req/Preferred
   Required
6. Skill in use of social media to promote effective communication.
   Description | Req/Preferred
   Preferred
7. Experience using assessment strategies to evaluate program and services effectiveness.
   Description | Req/Preferred
   Preferred

Licenses and Certifications
### Financial Responsibility

<table>
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<th>Has Financial Responsibilities</th>
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<tbody>
<tr>
<td>X Applies and conforms with internal financial policies to ensure transactions are processed properly (e.g. Tax, HR, Legal, Federal).</td>
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<tr>
<td>X Ensures accuracy of recorded data through the use of analytical reports and reconciliations.</td>
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<td>X Develops and implements short-term and long-term funding options for strategic plans and ongoing operations.</td>
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### Budget Responsibilities

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<tr>
<td>X Develops budget to include forecasting, monitors and reports variances/problems and recommends solutions.</td>
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<tr>
<td>X Primary responsibility for budget and expenditures and final approval.</td>
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<tr>
<td>X Revenue Operations</td>
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<tr>
<td>X General Operating Funds</td>
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**Employee:**

PRINT NAME ___________________________ Signature ___________________________ Date ____________

Supervisor:

PRINT NAME ___________________________ Signature ___________________________ Date ____________

Human Resources:

PRINT NAME ___________________________ Signature ___________________________ Date ____________