Assistant Director of Student Academic Support Services

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Type: Full-Time
Salary: $70,304 - $72,000 per year
Posted: 1 day ago
Application Due: 02/11/2026
Category: Tutors and Learning Resources
Assistant Director of Student Academic Support Services

Primary Purpose:
The Assistant Director of Student Academic Support Services supports the University of the Pacific's mission to foster student success through responsive, adaptive, and inclusive academic services. This role works directly with students to identify their academic needs, connect them to appropriate support resources, and collaborate with faculty, academic coaches, and schools to enhance student learning. The Assistant Director oversees daily tutoring operations, supports international students' academic needs, integrates emerging tools such as AI-driven academic support, and ensures students have access to a wide range of library, digital, and campus resources.

Essential Functions:

- Meet with students to assess academic needs and connect them to appropriate services, including tutoring, academic coaches, online learning platforms, and library resources.
- Provide specialized support for international students, helping them navigate academic expectations and succeed in a U.S. higher education context.
- Supervise and train student tutors and academic support staff; ensure high-quality delivery of services.
- Explore, implement, and evaluate AI-assisted tools that enhance academic support and provide students with on-demand, personalized learning resources.
- Work collaboratively with faculty and schools to align student support services with course and program needs.
- Support continuous improvement by gathering and analyzing data on student usage, outcomes, and satisfaction; adjust programs as needed.
- Assist in planning workshops, outreach activities, and events that promote academic success across diverse student populations.
- Embrace flexibility and innovation in a rapidly changing academic environment, adapting services to meet evolving student needs.
- Promote equity and inclusion through culturally responsive support practices.

University of the Pacific recognizes that diversity, equity, and inclusion is foundational to the success of our valued students and employees. We prioritize policy and decision-making that demonstrates awareness of, and responsiveness to, the ways socio-cultural forces related to race, gender, ability, sexuality, socio-economic status, etc. impede or propel students, faculty, and staff.

Minimum Qualifications:

- Bachelor's degree
- Two (2) years of professional experience in academic support, advising, or student success within a higher education setting.

Preferred Qualifications:

- Experience with student success tools such as DegreeWorks and Ellucian Advise.
- Experience supporting international students or multilingual learners.
- Ability to integrate technology and AI solutions into student services.
- Strong communication and interpersonal skills for working directly with students and collaborating with faculty and staff.
- Supervisory and training experience with student employees or academic support staff.
- Demonstrated commitment to equity, inclusion, and culturally responsive practices.
- Organizational skills to manage multiple programs and student needs simultaneously.
- Ability to adapt quickly to emerging trends and evolving student support models.
- Experience and sensitivity in working with people of diverse backgrounds and cultures.
- Demonstrated experience in advancing social justice, equity, and inclusion in a university setting.
- Ability to engage and integrate culturally responsive practices and knowledge in their work.

Physical Requirements:
The physical demands described here are representative but not definitive of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Requires extended periods of sitting and repetitive hand/wrist motion while using computer keyboard and phone. Frequent standing, walking, bending, stooping and reaching. Constant verbal and written communication.

Work Environment:Work is primarily performed in a standard office environment with the use of a computer, phone and other office equipment.Work Schedule:Work performed during standard business hours.Travel & Other:May require working non-traditional hours and travel.
Valid driver's license required. Incumbent must also be able to meet the University's fleet rules and be eligible to drive for University business. The University and its insurance carrier reserve the right to exclude applicants based on their driving record.

Hiring Range: $70,304 - $72,000 per year. We consider factors such as, but not limited to, scope and responsibilities of the position, candidate's qualifications, internal equity, as well as market and organizational considerations when extending an offer.

Background Check Statement:
All applicants who receive a conditional offer of employment are required to execute a release and authorization for a background screening.

AB 810 Misconduct Disclosure Requirement: University of the Pacific complies with California Assembly Bill 810, requiring candidates accepting conditional job offers to disclose any final administrative or judicial findings, ongoing proceedings, allegations, resignations under investigation, or appeals related to sexual harassment or misconduct within the past seven years.

To apply, visit https://pacific.peopleadmin.com/postings/31897

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