NORTHWEST
LOUISIANA TECHNICAL COMMUNITY COLLEGE

Northwest Louisiana Technical Community College is accepting applications for the following position:

Director of Student Affairs Operations

The Director of Student Affairs Operations provides college-wide leadership and operational oversight of the systems, processes, and administrative workflows supporting student enrollment, registration, progression, and success at Northwest Louisiana Technical Community College. The Director ensures effective administration and utilization of Student Affairs technology, coordinates early-alert infrastructure, monitors registration operations, develops standardized operating procedures, and maintains operational performance dashboards. The position collaborates with institutional departments to identify and resolve operational barriers and establishes consistent operational standards while supporting accessible campus-based service delivery.

Position is college wide but will be housed at the NLTCC- Minden Campus

Qualifications and Experience to apply:

Minimum Qualifications

- Bachelor's degree from an accredited institution in higher education administration, business administration, public administration, information systems, or related field.
- Three years of progressively responsible experience in higher education administration, student services, enrollment operations, or related administrative functions.
- Experience coordinating workflows, managing operational processes, or supporting enterprise information systems.
- Ability to analyze data, develop reports, and implement process improvements.
- Strong organizational, communication, and collaborative leadership skills.

Preferred Qualifications

- Master's degree in higher education administration, public administration, business administration, or related field.
- Five years of relevant higher education administrative experience.
- Community or technical college experience.
- Experience with Ellucian Banner, ConexED, Degree Works, or comparable systems.
- Experience monitoring SOPs, dashboards, performance metrics, and staff training.
- Experience coordinating services across multiple locations.
- Experience with Power BI, Excel, and Data presentation.

Additional Requirements:

Proof of motor vehicle insurance

In accordance with NLTCC Policy #6.003, a criminal history check will be conducted on all new hires. NLTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

Application Instructions:

Please submit resumes, transcripts and any references to the following address:

Northwest Louisiana Technical Community College
9500 Industrial Drive
Minden, LA 71055

Attn: Human Resources

Email: ambersaunders@nltcc.edu

Applications will be accepted **until position is filled**.
For more information about Northwest Louisiana Technical Community College, visit www.nltcc.edu

NLTCC is a SAME employer- State as a Model Employer

Louisiana state government is committed to serving as a model employer by improving hiring, recruitment, and retention of individuals with disabilities, with the overall goal that seven percent (7%) of the workforce in each executive branch state agency is comprised of persons living with a disability. The State As a Model Employer initiative was originally established by Executive Order JBE 18-08 and applicable to agencies reporting to the Governor. Effective 5/25/2022, SAME was codified into state law by Act 103 of the 2022 Regular Session and expanded applicability to all executive branch state agencies.

Northwest Louisiana Technical Community College does not discriminate on the basis of race, color, national origin, sex, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admissions to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. NLTCC does not discriminate in its hiring or employment practices.