

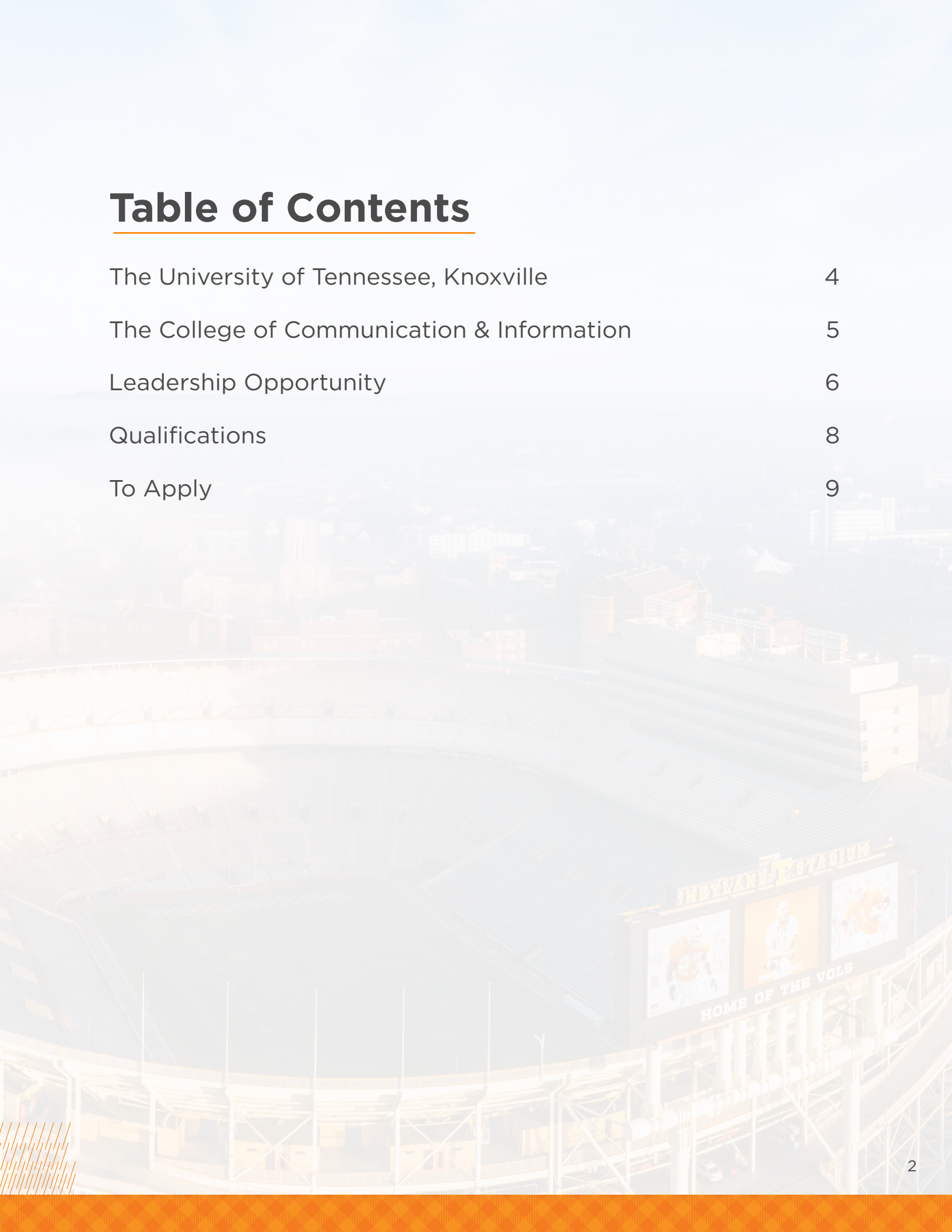
Director of Access and Engagement



COLLEGE OF
COMMUNICATION &
INFORMATION

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Position Announcement
Director of Access and Engagement
College of Communication & Information
University of Tennessee, Knoxville

The University of Tennessee, Knoxville's College of Communication & Information is conducting a national search for the Director of Access and Engagement. The director will serve as the college's chief subject matter expert on access and engagement matters and will participate in leadership bodies of the college, providing collaborative support to the dean, associate deans, school directors, unit leaders, and shared governance groups.

The University of Tennessee, Knoxville

The University of Tennessee is the state of Tennessee's flagship land-grant university and a public Carnegie Research 1 institution. As a land-grant university and as Volunteers, serving our state and nation is key to our mission. UT enrolls approximately 30,000 students at its Knoxville campus. With new leadership at the system, university, and college levels, UTK is realizing dramatic [positive change](#) focused on solving some of the most audacious, pressing problems our country and world face today.

The city of Knoxville is a hidden gem surrounded by eight gorgeous lakes, with a beautiful and walkable downtown, a diverse music scene including internationally recognized festivals, active neighborhoods, unique restaurants, and a robust offering of diverse cultural and outdoor activities. UTK is located within easy driving distance to the Great Smoky Mountains, Atlanta, Nashville, Asheville, Charlotte, Louisville, and Cincinnati. It is only a day's drive to Memphis, Chicago, and Washington, D.C. Knoxville and the surrounding counties have a population of more than 850,000 people.

The Knoxville region houses many leading corporations, including Bush Brothers & Company, Oak Ridge National Laboratory, PetSafe/Radio Systems Corporation, Pilot/Flying J, and Tennessee Valley Authority. Knoxville is one of the top video producers in the nation. It is home to Tombras Advertising Agency, AC Entertainment, Regal Cinemas, and other large companies and industries.



The College of Communication & Information

The College of Communication & Information consists of four schools: Advertising & Public Relations, Communication Studies, Information Sciences, and Journalism & Media. CCI has approximately 1,500 undergraduate majors (across five undergraduate majors in advertising, public relations, communication studies, information sciences, and journalism and media), and approximately 500 graduate students (including College-wide M.S. and Ph.D. degrees in communication and information and an M.S. degree in information sciences). The college's Research and Innovation Center provides a wide array of support services for CCI faculty interested in pursuing sponsored research. The center involves dozens of researchers across various disciplines and agencies to focus the array of talent in CCI, the University of Tennessee, Oak Ridge National Laboratory, and other research institutions in the pursuit and conduct of sponsored research and creative activity. College-wide research facilities include the Adam Brown Social Media Command Center, the Scripps Convergence Lab, a User Experience Lab, a Message Effects/Focus Group Lab, and Public Speaking Center. Planning is underway for a new college-level media operations center that will house the college's student and professional media properties.



The college welcomed the arrival of [Joseph Mazer](#) as its new dean in July 2021. Dean Mazer engaged faculty, staff, students, and alumni to create and implement a new five-year [strategic plan](#) that emphasizes the college's role within a flagship land-grant Research 1 institution, aims to break down silos between schools, transforms research, teaching, and engagement to better serve citizens of Tennessee and beyond, and promotes a culture of operational excellence. The last two years have seen the college achieve record enrollment, student retention rates, alumni engagement and fundraising, university support, and research expenditures. Prior to joining the University of Tennessee, Dean Mazer served as Professor and Chair of the Department of Communication at Clemson University, where he also served as a Faculty Fellow in the Office of the Provost. Dean Mazer has a steadfast commitment to diversity and inclusion, as well as extensive experience in academic strategic planning and program oversight, and a successful record of innovative collaboration with external stakeholders.

Leadership Opportunity

Reporting to the Dean of the College of Communication & Information, the Director of Access and Engagement provides collaborative support to the Dean, associate deans, school directors and unit leaders. The Director serves as the college's chief subject matter expert on access and engagement matters and participates in leadership bodies of the college (e.g., administrative committee). The Director develops strategies, initiatives, and protocols to aid the college in its goal of attracting diverse faculty, staff and students, collaborating with program directors, the Office of Undergraduate Programs and Advising, the Office of Graduate Programs, the Graduate School, etc. In concert with the college's advancement and career development teams, this position helps develop and maintain relationships with corporate, business, and community partners. In many respects, this position is the point of interface between the College of Communication & Information and many community organizations, running the gamut of the Chamber of Commerce, the Urban League, United Way, Leadership Knoxville, local school districts, and so forth. Given the expanding footprint of the College of Communication & Information, effectively managing this increasing complex institutional landscape is a major undertaking and critically important to the college's goal of becoming better connected in industries and communities.

Access and Engagement Action Plan

Working in partnership with the college's diversity and inclusion committee, the Director will provide vision, leadership, management, assessment, and strategic planning for the design and implementation of a college-wide access and engagement framework for all faculty, staff, and students. Develop meaningful metrics, tools, and analytics that enable leadership to evaluate performance and effectiveness. Provide strategic leadership and administrative oversight in developing and enhancing efforts to create and sustain a culture that embraces, promotes, and prioritizes diversity in the broadest meanings. Particular emphasis on improvement of existing inclusive culture and serving as an institutional change agent. Provide leadership, vision and collaboration in the delivery of a comprehensive range of services, policies, and procedures related to access and engagement excellence to increase the support and the ultimate success of students, faculty, and staff.

- Facilitate and share best practices for enhancing inclusivity, engagement, and cultural proficiency in the college.
- Serve as a consultant to the college's leadership team and school and unit leaders to support diversity and inclusion efforts in their areas.
- Ensure the most effective operations of the action plan through program development, process improvement and coordination/integration of processes with other schools and units. Be available for listening and information sessions with faculty, staff, and students, gathering input for the direction of the action plan.
- Assist in creating an organizational culture (both within and across schools and units) that provides a safe and enriching environment for faculty, staff, and students.
- Develop initiatives that align with the "Foundations for Learning, Well-Being, and Career" Quality Enhancement Plan (QEP) to serve student well-being and resilience.

Leadership Opportunity Cont.

Education and Recruitment

Develop a strategy and implement approaches for recruiting undergraduate and graduate students from diverse backgrounds. Some examples may include developing educational partnerships and recruitment pipelines with HBCUs and college-prep programs for underrepresented high school students throughout Tennessee such as Project Grad, Emerald Youth Foundation, and the Knoxville Area Urban League-National Achievers Society. Lead the College's responsibilities to advise relevant student organizations. Assess and report on program efforts in the College as they pertain to recruiting and retaining the College's students. Serve as liaison with UTK for access and engagement initiatives.

- Promote a culture within the college that is focused on the needs of students, faculty and staff, and other constituent groups.
- Manage and expand college programming focused on attracting underrepresented student populations to the college through college-wide summer camps and other initiatives.
- Manage the college's access, retention, and education programs.
- Work across the college to develop large- and small-scale education and training programs for faculty, students, and staff.
- Develop programming such as train-the-trainer meant to create and embed capacity across campus (students, staff, and faculty) and in key college administrative units.
- Provide proactive and reactive organizational development interventions in cases where social/cultural diversity, equity, and/or inclusion are at stake, including in academic units.
- Partner with academic and administrative programs and units to support on-going, unit-specific access and engagement education.

College, University, and Community Relations

The Director will work closely with the Assistant Dean for Undergraduate Programs and Advising on outreach and engagement for underrepresented student populations. The Director will also work with the college leadership such as school directors, Associate Dean for Graduate Programs, Associate Dean for Faculty Development, and Executive Director of Finance, Administration, and Operations on faculty and staff recruitment and retention. The Director will also work in concert with the Vice Chancellor for Access and Engagement, Provost's Office, Division of Student Success, Office of Admissions, Division of Student Life, and UT Foundation in addition to other campus and community partners.

- Act as liaison for college contact with community organizations; advising college on events in which to participate and which causes to support such as Leadership Knoxville, the Knoxville Area Chamber Partnership, Knoxville Area Urban League, local school districts, etc.
- Represent the college at a variety of community events
- Actively identify opportunities for student service learning opportunities in the community.



Qualifications

To be successful in this role, candidates are required to possess:

- Master's Degree in Communication, Business, Education, or Related field from an accredited institution of higher education.
- Minimum of 5 years of experience with programming and outcome assessment and evaluation.
- Significant experience designing and implementing diversity, equity, inclusion and engagement initiatives within higher education or a complex institution or organization.
- Experience with change in organizational development.
- Significant knowledge and experience serving and supporting minority interests.
- Experience supervising and leading professional staff and supporting staff professional development.
- Demonstrated experience in managing budget and fiscal resources.
- Experience with diversity and community relations.
- A working knowledge of strategic relationships.
- Ability to oversee and engage in community outreach efforts.
- Experience with managing diversity programs with special emphasis with recruitment and retention of faculty, staff, and students.
- Knowledge of higher education operation, in particular college operations and faculty, staff, and student matters.
- Understanding and appreciation of academic culture and processes.
- Evidence of experience collaborating and building strategic partnerships.
- Excellent written and verbal communication skills.
- Demonstrated ability to develop trust with campus and community constituents.
- Demonstrated ability to communicate effectively in a diverse environment.
- Ability to work effectively across the campus both as an organizational leader and valued colleague.
- Strong emotional intelligence and interpersonal skills.
- Demonstrable ability to lead through influence at all levels of the organization.
- Discretion and good judgment to handle confidential information.

Our ideal candidate has:

- Terminal degree in chosen field of study.
- Faculty experience or knowledge of faculty processes and policies.
- Demonstrated success with infusing diversity, equity and inclusion and engagement practices within a professional setting.
- History of thought leadership as demonstrated through publications, presentations, or other means of communication.
- Experience as a leader or member of a team, task force, or committee.
- Experience with strategic planning processes.
- Minimum 7 years of experience developing programs and facilitating training on a wide range of DEI matters.
- Experience managing conflict and building consensus.
- Advanced education/training in diversity-related fields, topics and subjects.

To Apply

Individuals interested in applying for the position should submit via [Taleo](#).

The position will be open until filled, but to be assumed of full consideration, individuals should apply by March 8, 2024.

Screening of applicants will begin immediately and will continue until the position has been filled. For full consideration, applicants must provide a resume, cover letter, and a minimum of three references. All applicants must apply online to be considered for this position.



Equal Employment Opportunity

All qualified applicants will receive equal consideration for employment and admission without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, genetic information, veteran status, and parental status, or any other characteristic protected by federal or state law. In accordance with the requirements of Title VI of Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, the University of Tennessee affirmatively states that it does not discriminate on the basis of race, sex, or disability in its education programs and activities, and the is policy extends to employment by the university. Inquiries and charges of violations of Title VI (race, color, and national origin), Title IX (sex), Section 504 (disability), the ADA (disability), the Age Discrimination in Employment Act (age), sexual orientation, or veteran status should be directed to the Office of Equity and Diversity, 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone 865-974-2498. Requests for accommodation of a disability should be directed to the ADA Coordinator at the Office of Equity and Diversity.