

POSITION DESCRIPTION



HIGHER LEARNING COMMISSION

Job Title: Director of Peer Corps Relations and Services

Date: November 18, 2022
Department: Peer Corps Service
Supervisor: Vice President of Systems and Accreditation Services
FLSA Status: Exempt
Supervisory: Manager, Peer Corps Relations and Services

Position Overview:

The Director of Peer Corps Relations and Services provides day-to-day leadership of the HLC Peer Corps and manages relationships with Peer Corps members to foster successful integration of peer review with HLC's wider accreditation activities, policy requirements, and strategic priorities. In this role, the Director communicates with and guides peer reviewers engaged in accreditation processes; collaborates with other HLC staff members in the development of training and initiatives for peer reviewers; and leads experienced peer reviewers and contractors in content development and delivery of on-site and virtual training programs, including Annual Conference trainings.

Duties and Responsibilities:

- Oversees the management and continual improvement of the Peer Corps in accordance with HLC strategic priorities, policies, and related procedures, ensuring consistency, integrity, and compliance with regulatory requirements
- Oversees essential Peer Corps functions, including recruitment, selection, training, evaluation, and term review of the Corps under the supervision of the Vice President of Systems and Accreditation Services and in collaboration with other Systems and Accreditation Services (SAS) colleagues, the staff liaisons, Legal and Regulatory Affairs (LRA), and the Communications teams to ensure alignment of all activities with HLC policy and current issues in the field
- Plans and executes face-to-face and virtual training programs and webinars to advance HLC accreditation interests and satisfy federal requirements related to timely and relevant peer review training; communicates these processes to internal and external constituencies
- Identifies new learning opportunities and methodologies; evaluates and refines existing processes and tools
- Maintains strong interpersonal relationships with Peer Corps members who also serve as mentors, facilitators, and content developers to advance the training needs of the Corps; responds to questions by members of the Peer Corps
- Identifies the need, assembles, and oversees external standing committees to inform the future direction of HLC's Peer Corps and training initiatives
- Provides peer review forecasting and leads recruiting efforts to ensure a diverse Corps that meets the current and future needs of HLC's accrediting processes
- Mediates the occasional dispute between peer reviewers and institutions or among peer review team members; manages conflict of interest issues; and maintains and executes processes for addressing potential violations of peer reviewer conduct, in collaboration with LRA, the Director of Accreditation Processes, and other HLC leaders

- Maintains Peer Corps-related data and data-management processes to assure current, relevant, and accurate information on peer reviewers, including public disclosure information
- Collaborates with the Director of Institutional Research to provide evaluative operational management reports on peer review, responding to requests from staff, the Board, and other relevant constituencies
- Collaborates with other SAS staff members, the Director of Member Education and Training, and the Director of Meetings and Events to provide programs for peer reviewers, decision-making groups, and other HLC stakeholders
- Participates in professional development opportunities that promote personal acquisition of knowledge of issues and trends in higher education as to inform Peer Corps training needs
- Partners with other HLC teams to assure the consistent documentation of HLC's training and development efforts for Peer Corps members
- Supervises, trains, evaluates, and recommends professional development for direct report
- Manages drafting of department's annual budget; oversees monthly departmental expenditures; and assists Finance department in reconciling department budget variances
- Maintains technology skills needed for position and adapts to technology changes as required
- Performs other duties as assigned

Qualifications and Competencies:

- Master's degree required; doctoral degree preferred
- Previous experience as an HLC peer reviewer strongly preferred
- Experience in overseeing, managing, and creating training programs and complex processes
- Experience in program or institutional accreditation processes
- Experience in higher education
- Experience in working with and managing volunteer networks, including dispute mediation
- Experience supervising direct reports and managing their workflow
- Experience with standard office software, technology, and equipment, including consistent CRM usage; experience with virtual training, on-demand training, or learning management systems is a plus
- Experience in working with internal and external groups and individuals
- Superior written and verbal communication skills
- Demonstrated time management and organizational skills
- Demonstrated flexibility, dependability, and responsibility
- Ability to multi-task and to work independently and collaboratively
- Demonstrated ability for systems thinking and for creation and synthesis of new ideas
- Demonstrated experience in planning, evaluation, and improvement systems
- Willingness to travel for delivery of HLC trainings, workshops, and other meetings

Previously Revised: N/A

The information in this position is intended to generally describe the duties and responsibilities and qualifications and competencies of the above-named position. This position is not an exhaustive list of all the responsibilities and requirements of the position. HLC reserves the right to modify this position description at any time.