

DEAN, ENROLLMENT SERVICES

JOB SUMMARY

Under the direction of the area administrator, responsible for performing a variety of administrative and supervisory duties, such as planning, managing, coordinating and evaluating the activities of the Enrollment Services functional areas, including Admissions and Records, K-12 Partnerships, and Outreach.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Plan, organize, direct, administer, review, and evaluate assigned programs and services; including policies and procedures; serves as the District registrar.
2. Develop and oversee implementation and on-going evaluation of registration procedures and activities; establish timeline in coordination with other departments for registration into classes including procedures for priority, continuing, and new students; plan, organize and manage notification of departments with special programs, assignment of dates via the online application and/or current student status based on units completed, oversee posting of such dates in system.
3. Manage a system for accurate registration, recording and reporting of data pertaining to student enrollment, attendance, and grades; provide leadership for all specialized enrollments; and ensure the website through which students register is current and provides clear instructions.
4. Assume responsibility and accountability for FTES data monitoring, accuracy, integrity and reporting through compliance with attendance accounting methods and structure of the curricula; ensure compliance with state and federal laws/regulations and district policies concerning student attendance, admissions, grading, census, withdrawal, and drop processes, student fees, records, credit, student petitions, student privacy and other related matters; provide up-to-date procedures for academic and attendance accounting regulations to faculty; ensure collection of faculty data according to prescribed deadlines.
5. Develop annual goals and objectives for planning and evaluation purposes and operational efficiency; assist in leading institutional planning and program review; establish work standards; lead, model and guide to ensure appropriate levels of service is provided by all unit staff members; facilitate staff training; regularly schedule and chair staff meetings and special meetings as needed.
6. Participate in interviews and offer recommendations for selection of job applicants; manage, direct, and evaluate the work of assigned staff in the area of responsibility.
7. Oversee the development, implementation, and continuous improvement of graduation and degree conferral policies and procedures, ensuring integrity of academic records and alignment with institutional goals and regulatory requirements.
8. Interpret county, state and federal policy and legislation governing the administration, and regulations; monitor legal compliance as mandated by regulations; advise faculty, administrators, staff, and students regarding academic policies and procedures, graduation requirements and maintenance of student records; respond to public inquiries, complaints, and assists with resolutions and alternative recommendations.

9. Evaluate and make decisions on student petitions for exceptions to requirements, policies and procedures.
10. Participate in governance structure through committee memberships; serve on regular and special committees as assigned by the area Vice President; and represent the division's concerns and needs.
11. Ensure integration of enrollment services functions with all other student service and academic programs to address and meet student needs; consult with District Information Technology Services and participates in the development and enhancement of specialized automated systems; provide input to long-range technology planning decisions.
12. Prepares, reviews, and presents reports, various management and information updates, and reports on projects as assigned.
13. Analyze budget needs and controls; develop and recommend appropriate budgets; supervise expenditures, maintain fiscal controls; collaborate preparation and administration of annual program budgets across areas of responsibility.
14. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Applicable federal, state, and local laws, regulations ordinances, policies, and procedures relevant to the assigned area of responsibility.
2. Modern and complex principles and practices of enrollment management, program development, and administration.
3. Methods and techniques for the development of presentations, business correspondence, research and reporting, and information distribution.
4. Principles and procedures of record keeping and statistical reporting.
5. Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
6. Community college students, their diverse ethnic and cultural backgrounds and the wide variety of their ages and educational goals as found on a community college campus.
7. Strong verbal, written, and interpersonal communication skills.
8. Demonstrated organizational skills and management expertise including successful personnel and budget management.
9. Software utilized in area of responsibility.
10. Principles and practices of admissions, records, student record privacy, Title 5, and California Education Code.
11. Accreditation standards applicable to public community colleges

Skills in:

N/A

Ability to:

1. Use tact, initiative, prudence, ethics, and independent judgement within general policy, procedural, and legal guidelines.
2. Become familiar with, or ability to quickly gain knowledge of, state and federal laws relating to

- community college admissions, records, and related services.
3. Communicate effectively both verbally and in writing with diverse constituencies, within and outside the District.
 4. Implement and oversee utilization and maintenance of computerized student database systems.
 5. Develop and articulate a vision for a community college, learning-centered Admissions and Records.
 6. Support learning centered instructional methodology and work effectively and collaboratively with Instruction.
 7. Understand scope of authority in making independent decisions.
 8. Establish and maintain effective working relationships.
 9. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
 10. Use of research and identification of outcomes.
 11. Maintain current knowledge in the latest technology related to functional areas, including hardware and software capabilities.
 12. Interpret and effectively analyze data related to operations and services
 13. Prepare concise records and reports.
 14. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

QUALIFICATIONS AND REQUIREMENTS

Education and Experience:

1. A Master's degree from an accredited institution in one of the disciplines taught in the district or in education, administration, or a related field;
2. Five (5) years of experience in admissions and records, financial aid, enrollment services, or related field; **OR**
3. An equivalent combination of education, training, and/or experience; **AND**
4. Experience must include three (3) years of experience in a leadership or supervisory role.

Licenses and Certifications:

Travel will be required for this position between District locations. Incumbent will be responsible for securing transportation to assigned locations.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms; occasionally stoop, bend, kneel, crouch, reach, and twist; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 20 pounds.

Office environment with moderate noise levels, controlled temperature conditions, and constant interruptions. Incumbents may interact with upset staff, students, and/or the public in interpreting and enforcing departmental/district policies and procedures.