

DIRECTOR, ENROLLMENT SERVICES

JOB SUMMARY

Under general direction of the area administrator, provide support by overseeing the daily operations of the Enrollment Services Office including matriculation, assessment (testing), registration, graduation and certifications, academic records, enrollment accounting and reporting in accordance with State and Federal codes and regulations and District policies and procedures.

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. Direct and provide leadership within Enrollment Services with duties including student admissions applications, registration, program adjustments, maintain student records for District registration and records activities, residence determination, transcript and verification processes, attendance accounting, student placement, exceptions to policies, international and AB 540 qualifications and dual and athletic enrollment eligibility.
2. Supervise, evaluate and promote the development of the enrollment services support staff; provide technical guidance to clerical support staff in the immediate student services area; assess training and development needs; including hiring and training permanent and temporary personnel; Oversee time and attendance for all support staff.
3. Oversee the collection and distribution of District attendance accounting records and final grade rosters; monitor and ensure compliance with state attendance accounting regulations; assist in preparing District apportionment reports for submittal to the State of California; supervise the preparation and distribution of information to faculty regarding deadlines (census to purge rosters for attendance reporting, final grade deadlines, incomplete, credit/no credit).
4. Supervise and coordinate enrollment services procedures including determining and approving changes of residency according to the Education Code and Title 5; review and resolve petitions for exceptions to academic policies and procedures related to residency, academic renewal, course repetition, degree/graduation requirements, loss of enrollment priority, course withdrawal and other related areas.
5. Responsible for the maintenance and integrity of all student academic records through knowledge and interpretation of federal and state laws, the Family Educational Rights and Privacy Act, and the California Education Code, including but not limited to student degree audit, certifications, transcript services, records management, data imaging of records, and transfer credit evaluations; oversee changes requested to student records, including name changes, grade changes, social security numbers, etc.
6. Assist in conducting research for reports, surveys and generate correspondence necessary in the support of the Enrollment Services Office; prepare a variety of statistical and narrative internal reports for informational and planning purposes, including state attendance accounting reports including the CCFS-320 report.

7. In coordination with the area administrator, assist in the preparation and monitoring of the annual program budgets; prepare recommendations and justifications regarding budget requests; recommend expenditures according to District policies and applicable regulations.
8. Verify, process and respond to all requests made in conjunction with the Solomon Amendment and subpoenas.
9. Interpret requirements of California Education Code and Title 5 pertaining to college policies regarding admissions, registration, grading, records and other related matters as required by faculty, staff and students.
10. Develop and coordinate the student services sections of District publications including the college catalog, class schedules and website.
11. Attend regional and state meetings as necessary; serve as a liaison to and coordinate with other district departments and Higher Education Centers to ensure accurate dissemination of information; negotiates and resolves sensitive and controversial issues within the programs; analyzes and resolves conflicts with individual student issues.
12. Develop department Student Learning Outcomes (SLO's); coordinate program review and frequent assessment of department activities.
13. Coordinate with the Information Technology Department regarding various departmental needs and requirements for data processing utilization; manage and oversee the student information system; manage online enrollment services; participate in the development of new systems and in solving problems with existing systems in collaboration with Institutional Technology staff; coordinate with the Instruction Office concerning student services areas regarding policies and questions from faculty, staff and students.
14. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Federal, state and local laws, policies and regulations relating to the admissions and registration of college students.
2. Data processing systems and equipment.
3. Competence to supervise assigned personnel.
4. Budgeting and fiscal management principles and procedures.
5. Title 5, FERPA, CCFS-320, and attendance accounting policies and board policy.
6. State compliance related to Attendance Accounting, Degree awarding, CCFS 320 reporting, and MIS reporting regulations and guidelines.
7. Principles, practices, theories, and methods of research design, evaluation, data collection and statistical analysis, interpretation, and reporting of a variety of data and information.
8. Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
9. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
10. Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.

Skills in:

N/A

Ability to:

1. Communicate accurate attendance accounting procedures.
2. Monitor the grade and attendance accounting procedures.
3. Monitor the grade and attendance reporting system.
4. Understand and apply District/State policies and rules.
5. Perform complex multi-tasking and advanced enrollment services duties including interpreting and implementing federal and state regulations and ensuring quality control for the program.
6. Take a leadership role in developing and deploying technology-based academic records services.
7. Establish and maintain communication with faculty, staff and other departments of the college and district areas related to department functions.
8. Assign workload and provide staff training as required.
9. Make independent judgments within established guidelines.
10. Supervise assigned personnel.
11. Communicate effectively both orally and in writing.
12. 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.
13. Establish and maintain cooperative and effective working relationships with others

QUALIFICATIONS AND REQUIREMENTS

Education and Experience:

A Bachelor's degree from an accredited institution in education, business administration, public administration, or related field; and five (5) years of increasingly responsible experience in admissions and records, assessment, matriculation, or counseling - experience must include one (1) year in a leadership or supervisory role; or an equivalent combination of education, training, and/or experience.

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

The conditions herein are representative 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 to perform the essential job functions.

Physical: Primary function requires sufficient physical ability and mobility to work in an office setting and travel from site to site; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movements and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Work is performed primarily in a standard office environment with frequent interruptions and distractions, extended periods of time viewing a computer monitor, and possible exposure to dissatisfied individuals. Moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Incumbent may interact with upset individuals in interpreting and enforcing departmental policies and procedures.