

Director, Enrollment Services
Porterville College
Kern Community College District
JOB DESCRIPTION

Definition

Under the supervision of the Vice President, Student Services, the Director, Enrollment Services, is responsible for the administration of student admissions including registration, assisting in Banner Student, graduation and certifications, academic records, enrollment accounting and reporting in accordance with State and Federal codes and regulations and District policies and procedures.

Examples of Duties

1. Provide managerial direction including planning, goal setting, implementation, coordination, evaluation and accountability for admissions, registration, records maintenance, and awarding of degrees.
2. Coordinate use of technology for telephone and web admissions, registration, grade reporting, testing, student records, and other applications.
3. Coordinate campus-wide efforts to maximize the effectiveness of the Banner Student System.
4. Plan, organize and direct the activities of all appropriate service operations, and allocate personnel and resources to optimize departmental efficiency and effectiveness.
5. Maintains comprehensive and current knowledge of the College curriculum; provides consultation and resource support to faculty, managers, and staff in regard to regulation and policy; monitors and advises on compliance of curriculum to statutory and policy standards and regulations.
6. Hire, train, schedule, supervise, and evaluate the work performance of assigned personnel.
7. Interprets and analyzes state and federal regulations, the application of current and impending legislation, policies, and procedures to determine impact on program and services areas and to formulate compliance and reporting strategies.
8. Prepare, submit, and monitor the annual budget for admissions and records and assessment.
9. Act as a liaison to the District to develop and implement district-wide standards of operation for admissions and records,
10. Provides in-services and staff development necessary for office personnel to enhance skills, adapt to new circumstances, and to interact effectively and sensitivity with students and staff of diverse backgrounds.
11. Prepare and submit the appropriate sections of the college catalog and schedule of classes, and provide technical expertise and information to administrators, faculty

and students, and advise academic personnel on issues related to course offerings and scheduling. Examples of Duties (continued)

12. Design and publish reports from the student database related to admissions and enrollment, and others as required by law.
13. Direct and monitor the college record keeping process concerning deadlines, student attendance, testing, transcripts, grades, fee payment, grade changes, residency, veteran and athletic eligibility, foreign student admission, and compliance with Federal FERPA requirements.
14. Manage catalog requests from outside agencies and institutions.
15. Direct the evaluation and certification of student records for enrollment verification, transcripts, transfer credit, credit by examination, degree and certificate eligibility, and subpoenas.
16. Supervise the processing of veterans' education benefits, and reporting to state and federal agencies.
17. Supervise the processing of athletic eligibility and reporting to state and national agencies.
18. Maintain communication and coordinate services with the areas of Student Services, Instruction, and Administrative Services on all matters that relate to the Enrollment Services function.
19. Serve as chair to the Disqualification Committee to monitor student probation, disqualification, readmission, and challenges to other academic policies.
20. Assist in coordinating commencement exercises.
21. Serve on the campus Enrollment Management Committee.
22. Responds to and resolves inquiries and complaints from students, administrators, staff, and faculty.
23. Assist in the coordination of community outreach activities and student recruitment.
24. Develop, plan, write, and implement departmental procedures, goals, research projects related to areas of responsibility, prepare a variety of research related reports, and objectives; implements policies and regulations as required.
25. Participate in shared governance through service on planning and/or operations committees and task forces.
26. Perform other related activities as assigned.

Qualifications

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/ Training

A Bachelor's degree from an accredited college or university with major course work in a related field. A Master's degree is highly desirable

Experience

Three years of experience within the last four years related to admissions and records, assessment, and matriculation, including management or educational program administration experience in a college or university.

Desirable Qualifications:

- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.
- Demonstrated commitment to supporting a diverse student population and the local community the college serves.
- Experience providing strong leadership in a dynamic work environment and ability to problem-solve in collaboration with multiple teams.
- Demonstrated experience with project management, program planning, and evaluation of services through use of data.
- Experience with implementing effective use of technology, software systems, and databases to enhance workflow and improve efficiency of services.

Knowledge and Abilities

- Ability to interpret laws, rules and regulations, and formulate clear procedures and handle complex and sensitive issues.
- Knowledge of computer software applications and the ability to apply administrative technologies.
- Knowledge of and commitment to the California Community College mission.
- Ability to establish and maintain effective working relationships, and communicate effectively both orally and in writing.
- Ability to demonstrate sensitivity to persons of diverse academic, socioeconomic, cultural, disabled, and ethnic backgrounds.
- Knowledge of principles and practices of administration, supervision, and training.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to establish departmental standards and objectives

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1 Often—51-75 percent = 3
Occasional—25-50 percent = 2 Very Frequent—76 percent and above = 4

Working Conditions (continued)

Ratings	Essential Physical Requirements
4	Ability to work at a desk, conference table or in meetings of various configurations.

2	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
3	Ability to see for purposes of reading printed matter.
3	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
1	Ability to lift 10 pounds.
1	Ability to carry 10 pounds.
3	Ability to operate office equipment.

Status/Rationale

This is a classified administrator position.

Signatures/Approval

(Employee's Signature)

(Date)

(Supervisor's Signature)

(Date)