

PALOMAR COMMUNITY COLLEGE DISTRICT

DIRECTOR, ENROLLMENT SERVICES

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Plan, organize, and direct the District's Enrollment Services which includes admissions, registration, enrollment accounting and reporting, records management, veterans' services and cashiering services; oversee the financial aid, scholarships and international education programs.

SUPERVISION RECEIVED AND EXERCISED

This position receives direction from the Vice President of Student Services and exercises supervision over assigned staff.

ESSENTIAL FUNCTION STATEMENTS

Essential duties and other important responsibilities/duties may include, but are not limited to, the following.

1. Plan, organize, direct and control the District's Enrollment Services functions; provide managerial direction including planning, goal setting, implementation, coordination, evaluation and accountability for admissions, matriculation, registration, records management and the awarding of degrees.
2. Plan, organize, direct and oversee the activities, services and operations of the admissions, records management, veteran services, financial aid and scholarships and cashiering functions; allocate personnel and resources to optimize departmental efficiency and effectiveness; plan and direct District-wide registration activities at all locations including education centers/sites.
3. Oversee the procedures and processes for the admission of international students; oversee the coordination of student services and study abroad program.
4. Direct the veterans' services program; provide appropriate program review and evaluation.
5. Prepare, submit and monitor the annual budget for division; research and approve expenditures for services, supplies and equipment according to established policies.
6. Review and approve the Board of Governor's Financial Aid Program budget upon recommendation of the Director Financial Aid and Scholarships.
7. Evaluate and revise admissions and registration processes as necessary using the most efficient and advanced technology available to the District; oversee and enforce academic regulations and policies.
8. Plan and direct the setup of student fees in the administrative software system.

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9. Consult with Information Services and participate in the development and enhancement of specialized automated systems; maintain current knowledge in latest technology related to functional areas, including hardware and software capabilities; provide major input to long-range technology planning decisions; maintain on-going relationship with Information Services staff regarding same.
10. Oversee the development, implementation, maintenance and evaluation of on-line application and registration services; interpret academic policies and anticipate legal ramifications of District-wide on-line applications, including but not limited to, security, privacy and identity theft; evaluate and direct the implementation of interfaces with academic technology or course management software systems.
11. Serve as chairperson for Student Service Project Team meetings; approve all project changes before they go live; assign and direct the work of team members.
12. Oversee the use, maintenance and evaluation of e-services for faculty; arrange training for faculty and direct the protection of passwords and privacy; administer the student email project and manage related helpline services.
13. Develop, maintain, evaluate and revise enrollment accounting procedures; develop and prepare appropriate enrollment data and attendance reports as required or requested by state or federal agencies.
14. Prepare and present periodic enrollment projections to the President and the President's cabinet; prepare and present enrollment and student data as requested for the Governing Board.
15. Report student data to Chancellor's Office; assume administrative responsibility over the data; resolve data issues.
16. Direct the evaluation and certification of individual student records related to transfer to other educational institutions, athletic eligibility, selective service deferments and eligibility for benefits from various government agencies or programs.
17. Direct the evaluation of individual student records to determine students' eligibility for the associate of arts or science degree and certificate of achievement; oversee the counseling and advising of individual students on matters related to graduation and certification.
18. Direct student financial services including fees and cashiering; oversee the handling of petitions for refunds; oversee cashier's office for the payment of student fees, parking permits, the collection of parking fines and the payment of optional fees.
19. Train, schedule, assign, supervise and evaluate the work performance of assigned personnel; discipline personnel in accordance with established policies and procedures; supervise staff at remote locations.
20. Provide technical expertise and information to District administrators, faculty and students; advise academic personnel regarding issues related to course offerings, course numbering and scheduling.
21. Establish and maintain on-going communications with other community colleges, four-year colleges/universities and professional organizations to coordinate policies and procedures on admissions, registration and transfer of students.
22. Oversee the dissemination of general information on admissions and registration to the community; advise students directly regarding academic policy matters as appropriate; serve a final appeal on residency, grade, probation and other issues.

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23. Plan and coordinate research projects related to areas of responsibility; prepare a variety of complex statistical and narrative reports related to functional areas.
24. Attend a variety of meetings, workshops and conferences; represent the District to other educational institutions and community organizations and agencies.
25. Participate in shared governance through service on planning and/or operations committees and task forces.
26. Perform other duties as assigned or required.

QUALIFICATIONS

Knowledge of:

- Policies, procedures, functions and organization of a college admissions and records office.
- Technical aspects of field specialty.
- Graduation and transfer requirements.
- Veterans' services programs.
- Advanced technology in functional areas.
- Basic research methods and report writing techniques.
- Principles of business letter writing and report preparation.
- Budget preparation and control.
- Policies and objectives of assigned programs and activities.
- English usage, spelling, grammar and punctuation.
- Interpersonal skills using tact, patience and courtesy.
- Principles and practices of administration, supervision and training.
- Modern office procedures, methods and equipment including computers.
- Computer software applications including spreadsheet, database, presentation and word processing programs.
- Community College organization, operations, policies and objectives.
- Pertinent federal, state and local codes, laws and regulations.

Ability to:

- Plan, coordinate, organize and direct the District's Enrollment Services programs.
- Direct the District's admissions, registration, matriculation and records management functions.
- Develop, implement, evaluate and revise procedures and guidelines related to assigned function.
- Direct management for all self-service on-line applications.
- Direct student financial services.
- Maintain current knowledge of program rules, regulations, requirements and restrictions.
- Read, interpret, apply and explain pertinent provisions of federal and state regulations.

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Ability to:

- Supervise, train and evaluate staff.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others; use discretion in handling difficult persons.
- Operate office equipment including computers and supporting word processing, spreadsheet applications and presentation programs.
- Effectively respond to all situations/incidents using sound judgment and decision-making skills.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Prepare and control budget.
- Analyze situations accurately and adopt effective courses of action.
- Work independently with little direction; plan and organize work; meet schedules and timelines.
- Prepare reports by compiling and organizing data from a variety of sources.
- Maintain accurate and complete records.
- Work confidentially with discretion.

EXPERIENCE AND EDUCATION/TRAINING GUIDELINES:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be the following:

Experience:

Five years experience in a community college setting including two years of administrative and supervisory responsibility.

Education/Training:

Equivalent to a master's degree from an accredited college or university with major coursework in related field.

License and/or Certificate:

Possession of, or ability to obtain, an appropriate valid California Driver's License.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff and students.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary walking, standing and sitting for extended periods of time.