

PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Supervisor, Enrollment Services

Department: Enrollment Services

FLSA Status: Non-Exempt

Staff Category: Confidential and Supervisory Team (CAST)

Salary Range: 48

Supervision Received From: Director, Enrollment Services

Original Date: August 2014

Supervision Given: Assigned Classified, Short-Term, Student, and Volunteer Staff in Enrollment Services

Last Revision: August 2014

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.

JOB SUMMARY.

Responsible for planning, organizing, and coordinating operational activities of Enrollment Services personnel including implementing policies and procedures; assisting with and performing the more difficult and technical activities of the assigned area of responsibility; and training, scheduling, supervising, and evaluating assigned personnel.

DISTINGUISHING CHARACTERISTICS:

The Supervisor, Enrollment Services is distinguished from other Enrollment Services supervisory classifications by its responsibility for the oversight of day-to-day operations in Enrollment Services.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, arranges, and oversees day-to-day operations of Enrollment Services; assists in planning and implementing office procedures; coordinates work at the Education Centers.
3. Recommends, drafts, prepares, and assists in the implementation of division goals, objectives, policies, and procedures, ensuring compliance with applicable District, federal, and state requirements.
4. Operates specialized automated office equipment, such as a computers and printers, to maintain records, enter and retrieve data, and independently produce a variety of documents and reports utilizing standard and advanced machine functions and programs requiring devising formats and manipulating data to achieve desired results.
5. Develops, documents, prepares, and maintains a variety of statistical and analytical reports and studies.

6. Supervises and participates in the updating, enhancement, implementation, administration, and training of staff on applicable software; develops and updates related forms and training materials; coordinates the resolution of computer and/or software issues and problems.
7. Assists in the development and tracking of the departmental budget and applicable expenditures.
8. Investigates, troubleshoots, and resolves policy and procedure questions and problems, ensuring compliance with applicable District policies, procedures, and protocols.
9. Serves as a liaison for the department in response to student, staff, campus, and community inquiries, including conducting investigations associated with complaints received from applicable parties and performing specialized, technical research and assistance.
10. Coordinates activities with applicable internal departments and/or external agencies regarding the interpretation and implementation of applicable requirements in assigned area of responsibility.
11. Reviews and resolves petitions for exceptions of academic procedures and policies related to graduation and transfer.
12. May supervise cashiering services and the security of money received as required.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Supervisory principles and practices.
2. Rules, policies, procedures, and protocols in assigned area of responsibility.
3. Applicable federal and state laws, rules, and regulations.
4. Basic budgeting principles.
5. Modern office equipment.
6. Automated computerized systems in assigned area of responsibility.
7. Basic accounting principles.
8. Customer service principles and practices.
9. Admissions and/or records services practices in a higher education environment.
10. Financial aid policies and procedures.

Skill in:

1. Supervising, training and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Interpreting and applying applicable rules, regulations, and policies.
4. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Developing and maintaining a budget.
7. Investigating and resolving customer complaints.
8. Maintaining confidentiality and discretion.
9. Providing customer service.
10. Preparing and maintaining training manuals.
11. Preparing and maintaining staffing schedules.
12. Interpreting data and information.
13. Mediating difficult and/or hostile situations.
14. Maintaining the proper storage and security of applicable documents.
15. Preparing, analyzing, and maintaining a variety of records and reports, ensuring accuracy of information.
16. Training employees on the use of applicable software systems, policies, and procedures.

Experience and Training Guidelines

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

Experience:

Five years of progressively responsible admissions, records, and/or evaluation experience, including one year of lead experience.

Education/Training:

An Associate's degree in business administration or a related field.

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 for ambulating for extended periods of time and performing required duties. Must be able to travel between education centers and other District locations.