

PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Manager, Enrollment and Financial Aid Services

Department: Enrollment Services

FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)

Salary Range: 56

Supervision Received From: Director, Enrollment Services

Original Date: May 2015

Supervision Given: Assigned Confidential and Supervisory Team, classified, hourly, and volunteer staff

Last Revision: July 2017 (title change)

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.

Manages, implements, and coordinates the admissions, records, and evaluations functions of the College through supervision of college admissions, student records, evaluations, registration processes, and graduation functions, including oversight of daily admissions and financial aid front counter operations.

DISTINGUISHING CHARACTERISTICS.

The Manager, Admissions, Records, and Evaluations is distinguished from Confidential and Supervisory Team classifications within Enrollment Services by its oversight over both the Admissions and Records and Evaluations functional areas. In addition, this classification assists the Director, Enrollment Services in the planning and implementation of projects relevant to the area of responsibility.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Perform 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 as required; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, develops, coordinates, implements, and supervises the admissions, records, and registration functions of the College's programs and courses in accordance with federal, state, and District regulations.
3. Coordinates, develops, and implements registration and enrollment policies and procedures in consultation with other departments and programs within the division of Student Services; assists with the development, implementation, monitoring, and revision of policies and procedures relating to the admissions and records functional area.
4. In conjunction with the Director, Student Success and Student Equity, implements the Student Success and Support Programs and Student Equity initiatives.
5. In conjunction with the Manager, Outreach Services, assists with outreach services and keeps abreast of new trends and innovations in the field of outreach services related to social media and other student communication methods.
6. In conjunction with the Manager, Orientation and Follow-up Services, assists with orientation and in-reach activities and the fulfillment of Student Success and Support Programs and Student Equity initiatives.
7. Plans and coordinates the College's class schedules and applicable portions of the College's catalog.
8. Ensures accurate data for submission of federal and state reports regarding the maintenance of student and course records.

9. Plans, develops, implements, and provides support for a variety of forms, processes, and systems related to Admissions and Records and Evaluations, including institutional forms used by the office of Admissions and Records; transfer credit evaluation and degree audit systems; the College's online educational planning tool; and the testing and evaluation of electronic transcripts.
10. Verifies that all graduating students have met prescribed degree or certificate requirements; verifies and notifies students of admissions and academic eligibility.
11. Develops and implements customer service support within assigned areas of responsibility; performs student needs assessment; establishes quality standards and metrics for services; evaluates customer satisfaction.
12. Coordinates the creation and implementation of a strategic plan for the admissions and records functional area in collaboration with the Director of Enrollment Services; develops Service Area Outcomes Assessment Cycles (SAOACs) for the admissions, records, and evaluations functional areas; monitors assessment of outcomes, and develops plans of action for improvement based on the assessment of the outcomes.
13. Assists with the coordination of the student complaint and appeal procedures relating to registration and records management; makes recommendations to the Director, Enrollment Services.
14. Reviews, maintains, and evaluates the budget for Admissions and Records.
15. Establishes and maintains positive relationships with students, colleagues, College administrators, members of the public, and others contacted in the course of work.
16. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
17. Participates in shared governance through service on planning and/or operations committees and task forces.

Marginal Functions:

Perform related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Supervisory principles and practices, including selection, training, evaluating, and discipline.
2. Admissions, records, evaluations, and financial aid functions and the administration of such functions.
3. Pertinent federal, state and local codes, laws and regulations, including the California Education Code and applicable sections of Title 5 of the California Code of Regulations.
4. Procedures, methods, and techniques of budget preparation and maintenance.
5. Modern office procedures, methods, and equipment including computers and applicable software programs relevant to assigned area of responsibility.
6. Computerized data management, storage and retrieval systems relevant to area of responsibility.
7. Principles and practices of report preparation.
8. English usage, spelling, grammar, punctuation.
9. Principles of basic mathematics.
10. Service delivery standards and systems and customer satisfaction evaluation techniques.
11. Public and community relations principles, including the use of tact, patience, and courtesy.
12. Community college programs, services, operations, and activities.

Skill in:

1. Selecting, supervising, training, delegating tasks to, and evaluating staff.

2. Interpreting, applying, and explaining complex rules, regulations, policies, and procedures, including information of a highly technical nature.
3. Applying pertinent federal, state and local codes, laws and regulations, including the Education Code and applicable sections of Title 5 of the California Code of Regulations.
4. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
5. Participating in the development and administration of goals, objectives, and procedures.
6. Communicating clearly and concisely, both orally and in writing.
7. Mediating difficult and/or hostile situations.
8. Operating office equipment including computers and applicable software programs.
9. Preparing clear and concise reports.
10. Budget development and maintenance.
11. Communicating clearly and concisely, both orally and in writing.
12. Establishing and maintaining effective working relationships with those contacted in the course of work.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds in a community college.

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 two years of supervisory experience.

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in business administration, public administration, psychology, social sciences or a related field.

Preferred Qualifications:

A Master's degree from an accredited college or university.

WORKING CONDITIONS.

Environmental Conditions:

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

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for walking, standing and sitting for extended periods of time. Must be able to travel to District and other locations.