

DIRECTOR, ADMISSIONS AND RECORDS

DEFINITION:

Under general direction, to plan, organize and supervise the operation of the Admissions and Records Office; to prepare and maintain the unit budget; to prepare and maintain a variety of reports, records, data and documents; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position classification with responsibility for directing and coordinating all aspects of the College's Admissions and Records Office, including ensuring program goals are met in accordance with mandated requirements and directly assisting students in admission, registration and student records matters.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Collect, analyze and prepare data for the Apportionment Attendance Report and coordinate and respond to periodic audits. Prepare other state/district reports and provide data to senior management.
- Provide leadership and direction and assume management responsibility for Admissions and Records and Assessment programs, services and activities, including admissions, registration, graduation, permanent records, enrollment and assessment/course placement services.
- Manage and participate in the development and implementation of goals, objectives, policies and priorities for Admissions and Records and Assessment programs and recommend and administer policies and procedures.
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, identify opportunities for improvement and review with supervising administrator; direct the implementation of improvements.
- Provide or coordinate staff training; work with employees to develop skills and abilities, meet with staff to identify and resolve problems, assign work activities, projects and programs, review and evaluate work products, methods and procedures. Lead monthly combined staff meetings that include Admissions & Records, Assessment, Financial Aid, offsite campuses, Outreach, Non Credit, Counseling and the Welcome Center.
- Oversee the evaluation of student applications and residency and perform duties as an International Student Principal Designated School Official (PDSO).
- Coordinate the integrated computer resource system application activities including creation of test scenarios and testing in the Preproduction environment) as they relate to

Admissions and Records and Assessment Placement. Provide technical expertise and input and work with information technology to problem solve any issues related to testing, enrollment, FTES, admissions, records and payment processes.

- Collaborate with information technology to manage the implementation and evaluation of the integrated computer resource system workflow process/procedures; compile and analyze data and troubleshoot technology-system problems and propose recommendations and make necessary adjustments; monitor effects of new software releases and make adjustments as necessary.
- Establish activity deadlines in accordance with academic calendar dates and reporting requirement dates as required by state law and local policy and systematically distribute such information to all segments of the campus, including performing webmaster duties by updating and creating information on A&R and Assessment webpages.
- Communicate with campus constituent groups and other professionals, including community college colleagues, state and federal personnel, and other higher education personnel to keep informed of new policies and to coordinate activities, resolve issues and conflicts and exchange appropriate information; serve as a resource to the college community and participate in the development of new programs and services campus wide.
- Meet with students to discuss appeal petitions, financial issues, extenuating circumstances related to academic progress--manage appeal process and chair committee.

MINIMUM QUALIFICATIONS:

Knowledge of:

Codes, regulations, policies and procedures governing admissions and records.

FTES accounting and statistical analysis of same.

Application and capabilities of computer software used in admissions and records.

Modern office methods, practices, procedures and equipment.

Systems and methods for data and information recordkeeping and filing.

Basic supervisory practices.

Basic budgetary principles and practices.

Skill in:

Supervising, training, instructing, appraising and counseling employees.

Evaluating and implementing procedures, standards and methods for operations of the office.

Preparing effective reports and correspondence.

Oral communications.

Establishing and directing effective systems for data and file maintenance.

Establishing and maintaining effective working relationships with those encountered in the course of the work.

Reading, interpreting, and applying regulations, policies, procedures and forms related to admissions and records.

Exercising sound independent judgment within policy guidelines.

Other Requirements:

Possess a valid California driver's license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A bachelor's degree in business or public administration and three years of responsible experience related to admissions and records. Previous supervisory experience is desirable.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.