



SENIOR ENROLLMENT SERVICES SUPERVISOR

SALARY GRADE: [C4-61](#)

DEFINITION:

Under the direction of the Dean of Enrollment Services, this position involves the planning, organizing and coordinating, and day-to-day activities of the Admissions and Records office; train, supervise, and evaluate the performance of assigned personnel. Daily involvement with Student Success and Support Program (3SP) implementation and coordination in regards to policies and procedures, and data collection at the college and District level.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Plan, organize, and coordinate workflow of the Admissions and Records office; schedule and assign work; establish priorities and adjust assignments to assure timely completion.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
8. Develop, implement, and maintains a strategic plan for enrollment services with a commitment to student success, increasing enrollment, and supporting diversity.
9. Provide technical direction and information on issues pertaining to the interpretation of admissions and records guidelines and policies; research, interpret and clarify admissions and records policies as requested.
10. Provide information to faculty and other staff regarding procedures for recording and reporting attendance and grades; provide information and guidance to staff regarding interpretation and enforcement of guidelines, policies, and legal requirements.
11. Communicate statutes, district and college policies to division deans, instructors, staff and students and determine appropriateness of enrollment policy exceptions.
12. Plan, develop, coordinate and oversee the registration of students as assigned; interview, hire and assign temporary registration personnel; organize procedures, materials, equipment and traffic flow for registration.

13. Coordinate requests for computer system access of student records; assign and enter screens, individual operator numbers and passwords for computer system access; review and maintain access list.
14. Oversee the preparation and distribution of a variety of reports and records.
15. Maintain, plan and oversee Banner Student Information System.
16. Act as Registrar in absence of Dean of Enrollment.
17. Attend and conduct a variety of meetings to receive and provide information.
18. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Regulations, policies, Educational Code and other requirements related to admissions and registration.
2. Specialized functions, activities and operations of an assigned student services area.
3. Principles of training and providing work direction.
4. Oral and written communication skills.
5. Correct English usage, grammar, spelling, punctuation, and vocabulary.
6. Record-keeping techniques.
7. Interpersonal skills using tact, patience, and courtesy.
8. Operation of a computer and other office equipment.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Plan, organize and coordinate the day-to-day activities of a college admissions and records office.
3. Provide specialized assistance and information to students and others concerning student services areas.
4. Interpret, apply and explain Admissions and Records rules, regulations, policies, and procedures, state and federal regulations.
5. Train, supervise and evaluate personnel.
6. Meet schedules and time lines.
7. Communicate effectively both orally and in writing.
8. Establish and maintain cooperative and effective working relationships with others.
9. Maintain records and prepare reports.
10. Establish and revise priorities of clerical work and office activities.
11. Work independently with little direction.
12. Work confidentially with discretion.
13. Operate a computer and assigned office equipment.

Education and Experience

Any combination equivalent to:

1. Associate's degree in business or related field.
2. Three (3) years responsible experience working in an Admissions Office.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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