**SENIOR ENROLLMENT SERVICES SUPERVISOR**

**SALARY GRADE:** [C4-61](http://fhdafiles.fhda.edu/downloads/personnel/TeamstersSupervisorsSalarySc.pdf)

**DEFINITION:**

Under the direction of the appropriate administrator, this position involves the planning, organizing and coordinating, day-to-day activities of the Enrollment Services including Admissions and Records office, Evaluations office, Cashiering 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. Supervising and coordinating data collection and reporting at the college and District level as assigned.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

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

1. Provides leadership support for planning, developing, managing, and collaborating on programs and strategies for enrollment management and student affairs that support the College’s comprehensive strategic plan to recruit, retain, and serve a vibrant and diverse student body. Supervises inbound/outbound student communication center.
2. Collaborates with student services leadership to ensure efficient and responsive admissions, records, graduation, counseling, assessment, financial aid, business office, new student experience, and general services communication and issue resolution.
3. Collaborates with Dean of Enrollment Services to hire, supervise, develop, train, and evaluate staff in multi-channel (phone, email, chat, SMS, etc.) contact center that uses a developmental approach to empower and assist students, prospective students, learning communities, and community members.
4. Responds to escalated contacts by multiple channels including phone and email, working to regain a positive experience for the constituent while providing options for resolution.
5. Leads the management of student prospects and monitors the enrollment funnel to ensure a successful conversion of inquiries to enrollments; maintains the department's customer relationship management system and ensures that the system is regularly monitored, evaluated, updated, and adjusted as needed.
6. Plans, organizes, and coordinates workflow of the Admissions and Records office; schedules and assigns work; establishes priorities and adjusts assignments to assure timely completion.
7. Interviews, selects and hires employees; supervises, assigns, directs and schedules work activities; explains how duties are to be carried out; and evaluates the performance of assigned personnel. Effectively communicates how the performance of duties will be measured; recommends promotions and rewards for service. Approves monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken. Addresses and resolves a wide variety of concerns and complaints; adjustes grievances**;** recommends transfers and reassignments. Counsels employees; addresses performance problems through corrective disciplinary action; suspends and/or terminates personnel according to established policies and procedures.
8. 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.
9. 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.
10. Communicate statutes, district and college policies to division deans, instructors, staff and students and determine appropriateness of enrollment policy exceptions.
11. 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.
12. Guide Program Review process for Admission and Records Office.
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.

Date Approved: September 2014, February 2018

EEO Code: H-30