



COORDINATOR, ENROLLMENT SERVICES

DEFINITION

Under general direction, plans, organizes, and coordinates daily operations of the Admission and Records Office, and provides a variety of complex student support services in accordance with District admission and registration policies; provides information and assistance to students and the public regarding registration, student records, and admissions; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean, Enrollment Services. Provides technical and functional direction to assigned staff.

CLASS CHARACTERISTICS

This is the coordinator class in the Admissions and Records department. The duties involved include overseeing, reviewing, evaluating, and verifying grade rolls, special project student contracts, attendance records, census certifications, and transcripts. Positions work on tasks that are varied and complex, requiring the use of considerable discretion and independent judgment in performing assigned work, or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Dean, Enrollment Services in that the latter is responsible for policy, procedural, supervisory, and budgetary decisions as well as training of staff in all aspects of enrollment management.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Plans, organizes, coordinates, and oversees clerical work associated with the Admissions and Records office; evaluates and improves processes and procedures.
- Oversees, reviews, evaluates, and verifies grade rolls, special project student contracts, attendance records, census certifications, and transcripts.
- Provides information to faculty and staff regarding procedures for recording and submitting attendance and grades; provides guidance regarding interpretation and enforcement of guidelines, policies and legal requirements; ensures state, federal, college, and District policies are being adhered to and met.
- Certifies all census, grade, and positive attendance documentation is submitted and reviewed for accuracy, ensuring data integrity.
- Coordinates data security requests for student information database access; oversees Family Education Rights and Privacy Act (FERPA) Training for all new employees; verifies completion of training and collects required documentation; reports training completion to Educational Technology Services (ETS) in order for ETS to assign security access to the student information database.
- Oversees complex student information database; communicates with ETS to update the database to comply with state mandates; coordinates with ETS to troubleshoot, review, test, and modify system problems.
- Coordinates with college cashier to remove holds and adjust fees.

- Coordinates and oversees the collection and filing of test results; confers with the Assessment Department regarding students referred for placement tests.
- Assists in the development and implementation of Student Services Learning Outcomes (SSLO's) required for accreditation.
- Hires, trains, and provides direction to work study student employees.
- Communicates with administrators, personnel and Third-Party vendors to coordinate activities and programs; resolves issues and conflicts and exchanges information.
- Answers questions from and provides support services to students and visitors regarding registration, admissions, student records, and other student services policies and procedures of the District; processes adds, reinstatements, transfers, transcripts, and other student services requests.
- Compiles information and data for various reports; checks and ensures accuracy of the data.
- Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
- Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors, and incoming mail; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
- Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
- Learns and applies emerging technologies related to the area of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Student admissions and records rules, processes, and procedures of a college.
- General education course information for eligibility process and graduation review.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
- Modern office practices, methods, and computer equipment and applications.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
- Make accurate mathematical and basic statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Coordinate and oversee programmatic accountability and regulatory reporting activities.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college and five (5) years of general office clerical experience, including three (3) years of performing duties in student records and/or an admissions office, or two (2) years of experience equivalent to Enrollment Services Specialist at the District.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull

materials and objects up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-55

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021