



DEAN, ENROLLMENT SERVICES

DEPARTMENT: Student Services

COLLEGE: Foothill

SALARY GRADE: [A2/A3 - J](#)

POSITION PURPOSE:

Reporting to the Associate Vice President of Student Services, provides leadership, directs and coordinates the functions of student admissions, permanent records, transcripts, matriculation, registration, attendance accounting, Student Information Systems (i.e. Banner) and Cashiering functions.

NATURE and SCOPE:

This position is responsible for policy, procedural, supervisory and budgetary decisions, training of staff in all aspects of enrollment management, working closely with District Information Services managing Banner issues and improvements, recommending objectives for program improvements, preparing State, federal and other requested and required reports, consulting with management, faculty, staff, parents, students and/or the courts and other legal entities concerning confidential information, developing budget recommendations and administering the Enrollment Services budget, researching, recommending and implementing online student services, preparing the P1, P2 and 320 attendance reports and overseeing supervisors and classified staff in the Cashier area.

KEY DUTIES and RESPONSIBILITIES:

The following duties and responsibilities are typical but not limited to the following:

1. Responsible for formulating and implementing the Enrollment Services Department goals and objectives.
2. Develops and monitors enrollment processes which include a continuous feedback loop communication system between current and potential students, parents, and instructional and student services faculty, staff and administrators.
3. Supervises all aspects of enrollment services for Foothill College.
4. Oversees Cashiering Supervisor.
5. Supervises student success self-service area.
6. Coordinates and supervises the development and management of the budget for all operations under the auspices of the Enrollment Services Office.
7. Monitors enrollment trends and engages in program development pertinent to student and community needs and consistent with College/District master plan goals; coordinates concurrent enrollment with high schools, regional occupational programs and adult education.
8. Oversees the admissions and registration process, the implementation and evaluation of student records and resolves issues and problems incurred by students in a timely and accurate manner.
9. Coordinates the preparation of College, State and federal reports in collaboration with appropriate staff and offices.
10. Recruits, interviews, hires and trains staff in collaboration with department supervisors.

11. Evaluates staff and makes recommendations for promotion, permanent employment, professional recognition or dismissal.
12. Provides leadership and demonstrates innovative approaches to the use of technology in the enrollment process.
13. Serves as liaison and resource manager for annual external audit.
14. Serves on District and College committees, including Banner Student, DegreeWorks, Student Equity and Achievement Program implementation and others as assigned.
15. Represents the college at regional, State and national conferences and/or meetings.
16. Supports and promotes compliance with the District's Diversity and Equal Opportunity Plan.
17. Develops annual Program Review, Student Learning and Service Area Outcomes and assessment processes.
18. Collaborates with staff at the District's Educational Center to provide adequate enrollment services.
19. In collaboration with De Anza, establish deadlines, calendar dates and reporting requirement dates as required by State law and District policy.
20. Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge:

1. Current technologies to improve delivery of enrollment services.
2. Mission and goals of community colleges.
3. Title V and AB 1725 regulations governing community colleges as it relates to student attendance accounting, open enrollment and Matriculation.
4. Immigration and Naturalization Service categories of citizens, residents and visas.
5. Federal and State financial aid guidelines.
6. Enrollment management and customer service values for a fast-paced college environment.
7. Principles of leadership, management, and supervision.
8. Standards and practices of higher education organization and structure.
9. Computer software including Banner, MS Word, Excel and Outlook.

Skills and Abilities:

1. 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. Interpret and apply rules, regulations, policies and procedures.
3. Communicate effectively both orally and in writing.
4. Team leadership and decision-making.
5. Train, assign, supervise, evaluate and develop staff.
6. Handle difficult and sensitive issues and problems and resolve conflicts.
7. Ability to work with counselors, faculty, administrators, staff and students in a cooperative, open, and responsive manner.
8. Demonstrated commitment to academic and professional excellence.
9. Supportive of a multicultural environment and working with academically and culturally diverse students, faculty and staff.

Education and Experience:

1. Master's Degree.
2. One (1) year of leadership experience.

3. Two (2) years of experience in enrollment services.

Preferred Qualifications:

1. Four (4) years of experience in enrollment services, or another student services area, with one year in a supervisory capacity.
2. Successful experience in managing a large, complex office responsible for a diverse student and/or instructional support.
3. Bilingual.

WORKING CONDITIONS:

Environment:

1. Typical office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision sufficient to read various materials.
4. Sitting for extending periods of time.
5. Bending at the waist.
6. Lifting and carrying objects up to 20 lbs.

Date Approved: March 2013; Revised: January 24, 2019; July 2019

Ed Code: H-11

Creditable Service: PERS