

**SALARY GRADE:** C4-66

## **ENROLLMENT SERVICES, VETERANS, BASIC NEEDS, AND GRANTS SUPERVISOR**

### **DEFINITION**

Under general supervision, plans, organizes, and supervises the day-to-day operations of enrollment services, veterans, basic needs, and grant programs; plans, organizes, and coordinates projects and assignments related to assigned programs; oversees program accountability and reporting; supervises, trains, and evaluates the performance of assigned staff; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Dean of Enrollment Services. Exercises direct supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a full supervisory-level class that exercises independent judgment on diverse and specialized enrollment services work with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff. Incumbents provide technical support to the Dean of Enrollment Services in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Performs full supervisory activities, subject to management concurrence and in accordance with applicable District policies, collective bargaining agreements, and handbooks which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures.
- Monitors activities of assigned programs and centers; identifies opportunities for improving service delivery and procedures; designs and recommends program and process improvements, conducts and evaluates pilot programs and services, and incorporates regulatory updates and technological advancements, as appropriate.
- Monitors assigned program budgets by tracking expenditures and allocating funds to specific activities and services; ensures program expenditures stay within established budgets; runs budget reports as needed; applies for and administers grants and complies with reporting requirements.
- Researches, compiles, and organizes information and data related to assigned programs; prepares and assembles surveys, reports, and other informational materials pertaining to tracking program enrollment and success monitoring student outcomes; prepares reports for submission to state and federal agencies.

- Serves as a resource and consultant and provides technical expertise and advice to the campus community and District on enrollment services, veterans, basic needs, and grant programs.
- Plans, develops, and implements outreach, marketing, and public information strategies to promote assigned programs and services; establishes and builds relationships with other District departments and community organizations to support program initiatives and activities.
- Supervises the maintenance of various data management systems; monitors data for accuracy and compliance with federal and state regulations and District policies and procedures; participates in business process and system updates.
- Attends, represents assigned programs, and participates in campus and community committee meetings promoting assigned programs.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles of budget monitoring and expenditure tracking and control.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles and practices of program supervision including development and implementation of program goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
- Principles, practices, theories, and methods of organizing and supervising enrollment services, veterans, basic needs, and grants programs, services, center operations, and activities.
- Principles and practices of higher and comparative education organizations and structures.
- Principles and practices of research, data collection, and report preparation.
- Techniques and methods of marketing and community outreach.
- Basic business arithmetic and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- 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.
- Plan, organize, and supervise day-to-day operations and activities of assigned programs and centers including oversight of programmatic accountability and regulatory reporting activities.

- Supervise and evaluate the performance of assigned staff.
- Develop and implement long- and short-term planning, marketing strategies, budget projections, and strategic planning for assigned programs.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Collect, maintain, and track data and statistics for program evaluation, accountability, and reporting.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Supervise the maintenance of a variety of filing, record keeping, and tracking systems of work performed.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in education, counseling, or a related field and five (5) years of increasingly responsible experience in planning, coordinating, and implementing educational or social services programs.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various high school and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasionally, employees may work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

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