



JULY 2009
FLSA: NON-EXEMPT

ENROLLMENT SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and participates in the highly specialized and technical work of an admissions and records office; supervises the work of employees involved in student registration, admissions, the maintenance of student records, and the preparation of statistical reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Admissions & Records. Exercises direct supervision over clerical and technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class in the records and admissions department. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of records and admissions staff involved in student registration, maintenance of student records, and preparation of reports. Incumbents are expected to independently perform the full range of admissions and records management duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Director of Admissions & Records in that the latter has management responsibility for all admissions and records functions and activities of the District.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Organizes, implements, and administers admission and registration procedures for the District.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the management of all student records.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work procedures and in the operation and use of equipment and computer programs; implements procedures and standards.
- Provides information to students such as procedures for enrollment and registration, residency regulations, basic scholarship and registration requirements, program changes, withdrawals, and related District procedures and regulations.

- Directs and participates in the preparation and maintenance of student enrollment records; oversees and assists in posting, updating, and filing grades and personnel records for enrolled students; researches, verifies and corrects processes and records, and other student data.
- Corrects and updates data processing reports to prepare enrollment and other statistical reports for use by the District, as well as State and Federal agencies.
- Advises and provides in-service instruction to faculty members regarding standardization of grading and other record keeping methods.
- Resolves special student admission issues such as foreign, out-of-district and out-of-state students.
- Confers with Deans, Instructors, Counselors, and other staff regarding the business of the office.
- Prepares records for Veterans' Administration, state and federal audits.
- Compiles information for subpoenas and assists the administration with labor grievances.
- Provides direction and training to lower-level staff during registration.
- 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.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures related to the assigned area of responsibility.
- Record keeping principles and procedures.
- The role and impact of a Community College District on communities and overall educational system.
- Components of effective student guidance, registration, and records management programs at the community college.
- Requirements and curriculum of State colleges and universities.
- Preparation of budgets, applications, project proposals, and administrative reports.
- Basic administrative research techniques, mathematics, and statistics.
- Principles, practices, and techniques of effectively dealing with the public and public relations.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct admissions and records activities.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Learn, apply and explain the admissions and records rules and procedures of the college district.
- Provide information and assistance to students and staff.
- Maintain records and prepare reports.
- 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 harmonious 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 an Associate's Degree from an accredited college or university with major coursework in business management and/or administration, office management, or related field, and four (4) years of varied clerical experience involving the maintenance of detailed student records, including one (1) year of supervisory experience.

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 in 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 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.