

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED MANAGEMENT POSITION DESCRIPTION**

**JOB TITLE:** Assistant Director, Admissions and Records

**BASIC FUNCTION:** Under the supervision of the area Dean, the Assistant Director is responsible for planning, organizing, and coordinating day-to-day activities in all areas of Admissions and Records.

**SUPERVISORY RESPONSIBILITIES:** Provides supervision and direction to assigned classified staff, short-term employees and student workers.

**REPRESENTATIVE DUTIES:**

1. Organizes and supervises day to day operations of Admissions and Records, including cashiering, student accounts, registration, application processing, records maintenance, counter, transcripts, scanning, student accounts, veterans' services and evaluation.
2. Processes appeals based on Title V, Education Code, and RCCD Board Policy.
3. Acts as Admissions and Records primary and immediate point of contact with students, faculty and staff.
4. Resolves departmental grievances, problems, and conflicts, either in person, email or by telephone, of classified staff or disgruntled students.
5. Assists the Dean of Enrollment Services in developing, planning, writing, maintaining and implementing methods and procedures for all aspects of academic records, registration, and graduation.
6. Coordinates late add/drop period and all on-going registration processes adhering to the departmental timelines as set forth by the Dean of Enrollment Services.
7. Aids administrators, faculty, and staff in the implementation of policies and procedures to ensure cooperation and coordination between Admissions and Records and a variety of programs designed to recruit, enroll, and accommodate students.
8. Determines staffing level; hires and schedules short-term staff and their workloads during peak registration periods.
9. Oversees and assists in the preparation and maintenance of a variety of records, including classroom attendance, transcripts, grades, residency, cashiering, student account records, and graduation.
10. Assists, as directed, in the selection of new employees; recommends promotion, termination, or discipline of subordinates.
11. Conducts evaluations of permanent part-time and full-time staff; recommends improvements as needed.
12. Ensures that daily opening and closing of the cash sessions is performed per policy; ensures adequate cash controls, including individual cashier accountability; controls cashier keys and safe combinations.
13. Works with Auxiliary Business Services on reconciling Datatel sessions; oversees reconciliation, and issues reports as needed by ABS and Admissions and Records management.
14. Provides specialized information and technical assistance to students regarding admissions, applications, registration, fees, refunds, and transcripts, both at the counter and over the telephone.
15. Serves as a member of the Management Leadership Association.
16. Maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position, through continued study and participation in professional organizations.
17. Performs other related responsibilities as may be assigned.

**EDUCATION:** A bachelor's degree from an accredited institution is required. Coursework in business management, public administration, social sciences, or a related field is preferred.

**EXPERIENCE:** Five years of increasing responsibility in a college admissions and records office is required.

**LICENSES/CERTIFICATIONS REQUIRED:** None.

**KNOWLEDGE OF:** College admissions policies and procedures (state and local); Title V; Educational Code; principles of effective supervision, team work and management; and current computer applications.

**ABILITY TO:** Communicate effectively, orally and in writing, fairly and effectively manage personnel.

**OTHER:** Candidate must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students (E.C. 87360a).

**CONTACTS:** Co-workers, other departmental staff, faculty, students, security personnel, and administrators.

**WORKING CONDITIONS:** Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.