

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

JOB TITLE: Dean, Enrollment Services

BASIC FUNCTION: Under the direction of the Vice President of Student Services: Responsible for enrollment services, associated data integrity, and administrative oversight for Admissions and Records, Assessment, Student Financial Services, Veterans' Services and Outreach; Provide leadership in strategic planning, departmental and systems organization, delivery of services, and management of staff; Coordinate with college and district staff to ensure appropriate functionality of the integrated technology system in support of assigned areas of responsibility.

SUPERVISORY RESPONSIBILITIES: Provides supervision and direction to managers, supervisors, classified staff, short-term employees, and student employees in assigned areas of responsibility.

REPRESENTATIVE DUTIES:

1. Develop, implement and revise procedures to optimize efficient and effective delivery of admission and enrollment services for students. Create a welcoming gateway to the college, regardless of location or means of delivery through effective practices, commitment to quality student service and achievement of the mission of the institution.
2. Oversee the Outreach Services Supervisor's development and implementation of a comprehensive outreach program to promote college as an option for local high school students including regular school visits, communication with local administrators; training in admissions and enrollment policies and procedures to ensure that prospective students are informed and prepared to go on to college.
3. Collaborate with the Director of Student Financial Services to ensure compliance and consistency regarding administration and disbursement of federal, state and institutional financial assistance; provide additional oversight for specialized programs including Cal Grant, Direct Loans, Return to Title IV funding, Pell, SEOG, Cal Grants and ACG Grants; oversee the development of internal office deadlines including file processing and awarding deadlines and disbursement dates per the college academic calendar.
4. Provide oversight to Veterans' Services office including VA regulations and RCCD policies and procedures for students applying to use veterans educational benefits; ensure that veterans are welcomed, receive current information, and are assisted where appropriate to complete steps required for certification in a timely manner; serve as point of contact for Servicemen's Opportunity Colleges (Electronic ConAP) and input data as required for Military OneSource (MyCAA) and other military assistance programs outside of VA educational benefits.
5. Establish timeline in coordination with other colleges in the district for registration into classes including priority, continuing, new and continuing students. Plan, organize and manage comprehensive operations including prioritization procedures, notification of departments with special programs, assignment of dates via the online application and/or current student status based on units completed, oversee posting of such dates on WebAdvisor.
6. Review and modify the online application import process including email responses to students based on interests, correction of individual student record import errors, resolution of duplicate records and institutional errors, notification of student ID/username/email and matriculation information including specific instructions for veterans and high school students; notification to non-resident students regarding status; revise communication based on current policies and procedures.
7. Manage a system for the accurate registration, recording and reporting of data pertaining to student enrollment, attendance, and grades; provide leadership for all specialized enrollments; ensure that the website through which students register is current and provides clear instructions; advocate for an increasingly intuitive web design and operation.

8. Uphold appropriate policies and procedures for concurrent admission of high school students to the college including appropriate criteria for admission, and communication of such to high school principals, counselors and prospective students; manage oversight of special concurrent enrollment activities in collaboration with fine arts departments.
9. Assume responsibility and accountability for FTES data monitoring, accuracy, integrity and reporting through compliance with attendance accounting methods and structure of the curricula; ensure compliance with state and federal laws/regulations and district policies concerning student attendance, admissions, grading, census, withdrawal, and drop processes, student fees, records, credit, student petitions, student privacy and other related matters; provide up-to-date procedures for academic and attendance accounting regulations to faculty; ensure collection of faculty data according to prescribed deadlines.
10. Maintain a reliable process for achieving accurate current student demographic information including compilation of records, requests for transcripts and enrollment verifications and other requests for student records, i.e. court subpoenas; ensure the development of and process for electronic transmission of transcripts.
11. Interpret, explain and apply applicable sections of California Education Code, Title 5 and federal laws/regulations and district policy; consult with the vice presidents of student services, academic services, and administrative services as appropriate relative to the implementation of these regulations and policies.
12. Ensure a reliable process for determination of California residency and eligibility for AB540 fee waivers; provide appropriate avenues by which students flagged as non-residents are able to prove residency where possible, through documentation procedures; maintain residency requirements for students per the CA Education Code and Title 5 regulations; ensure that staff are knowledgeable about residency laws.
13. Develop methods for analyzing data related to program participation and student satisfaction; create organizational structures and work processes which facilitate attainment of established program goals and objectives developed through Student Learning Outcomes and/or Student Area Outcomes.
14. Propose enhancements of automated systems related to student services and coordinate the Datatel system application activities with Information Services; provide technical expertise and input concerning enhancements across areas of responsibility; contribute to long-range District technological planning decisions.
15. Analyze budget needs and controls; develop and recommend appropriate budgets; supervise expenditures, maintain fiscal controls and manage area facilities, equipment and maintenance; collaborate preparation and administration of annual program budgets across areas of responsibility.
16. Ensure that the college represents itself clearly, accurately and consistently to prospective and current students, the public and its personnel through voicemail, web content, college catalog, class schedules, student/faculty handbooks and other publications as they relate to areas of responsibility; regularly review institutional policies, procedures and publications to insure integrity in all representations about the college's mission, programs and services.
17. Maintain student records permanently, securely and confidentially with provision for secure back of all files, regardless of the form in which those files are maintained; enforce the Records Retention Policy in accordance with Title 5 guidelines for records across the position's areas of responsibility; direct and maintain the retention/destruction of student records.
18. Provide leadership and training on regulations, policies, and federal laws.
19. Communicate with other departments/committees regularly on policies and procedures including but not limited to Strategic Planning, Information Services, Student Services Vice President, Deans and Directors, Core Operations Advisory Team, Vice Chancellor's and Vice President's Academic Services Cabinets, Institutional Effectiveness and Auxiliary Business Services requirements for programs under the position's responsibility.
20. Serves as a member of the Management Leadership Association.
21. Maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position, through continued study and participating in professional organizations.
22. Serve as a member of the VP Student Service's Management Team, and College/District Academic Cabinets.

23. Performs other related responsibilities as may be assigned.

EDUCATION: Master's degree from an accredited institution, in one of the disciplines taught in the district, is required.

EXPERIENCE: A minimum of three years administration experience, with at least one year of successful full-time administrative experience in a college admissions and records or student financial services department, is required. Experience in the supervision of office personnel is also required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Software utilized in enrollment, financial and reporting purposes; principles and practices of admissions, records, financial services, student record privacy, Title 5, Education Code and RCCD Board Policies; effective business and office management operations; principles of effective supervision, team work and management; accreditation standards applicable to public community colleges; state and federal laws/regulations.

ABILITY TO: Understand complexities, organizational structures and service delivery in admissions, financial services and outreach; demonstrate a capacity to find resolution to problems in a timely manner; interpret and effectively analyze data related to operations and services; prepare concise records and reports; communicate effectively both verbally and in writing; establish and maintain effective working relationships with college and district employees at all levels and with members of the community.

OTHER: 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: Staff, faculty, students, vendors, administrators, the general public, public officials, state and/or federal agencies, etc.

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.