

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

JOB TITLE: Director, Enrollment Services

BASIC FUNCTIONS: Under the supervision of the Dean or Vice President plans and directs all aspects of Admission, Registration, and Student Records which may include components of Matriculation such as Assessment, Outreach, Career/Transfer and Veterans Centers.

SUPERVISORY RESPONSIBILITIES: Supervises and directs all assigned staff.

REPRESENTATIVE DUTIES:

1. Establishes and reviews policies and procedures according to Title V regulations and RCC Board Policy which includes admissions applications, registration operation including special programs, partnerships and CTE cohorts.
2. Organizes and supervises day to day operations of the Admissions and Records including registration, application processing, records maintenance, counter, transcripts, and scanning.
3. Provides leadership in student enrollment as well as the matriculation process pertinent to CTE.
4. Manages submission of faculty attendance, census, final grade, positive attendance rosters and record retention of student education records.
5. Conducts internal audits on workflow; generates reports and distributes as required; tracks student progress in special programs, such as CTE ,Middle College and Early College High School Programs.
6. Collaborates with Information Services to develop and improve technical operations.
7. Communicates and fields questions from faculty, staff, students and the public via appointment, phone, and email – often involves research.
8. Interprets and communicates admissions and records related matriculation policies, procedures, and regulations for faculty, students, staff, and community members.
9. Maintains current knowledge of computer systems (Datatel, Microsoft Office, SARs, etc.) and performs extensive data entry on administrative systems that involves multiple data screens.
10. 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.
11. Participates in professional organization such as local, regional, and state activities to promote the Riverside Community College District.
12. Maintains friendly and supportive atmosphere for students, faculty, staff, and the public.
13. Works with area deans, students and faculty to implement and enforce policies and procedures pertaining to late-add petitions, course repetition, and other related forms according to state and district guidelines.

14. Assist area deans and associate deans with innovative methods for facilitating the increase of enrollments of specific student populations such as CTE related disciplines and Middle College and Early College High School Programs.
15. Act as a liaison between the campus and community to facilitate seamless admissions process and to disseminate information and materials to students, staff, faculty and area deans.
16. Serves as a member of the Management Association.
17. Oversees campus efforts to provide support services to veterans.
18. Performs other related responsibilities as may be assigned.

EDUCATION: Possession of Bachelor's degree from an accredited college or university. Master's Degree Preferred.

EXPERIENCE: A minimum of five years of increasing responsibility in a college admissions and records office, with at least two years of successful full-time administrative experience in a community college admissions and records office, is required. Experience in the supervision of office personnel is required. Familiarity and/or experience working with veterans or veteran-related issues preferred.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: College admissions policies and procedures (state and local); Title V; Educational Code; Matriculation rules and regulations; database management and spreadsheets software applications; information processing techniques and computer literacy.

ABILITY TO: Maintain confidential and comprehensive files and records; communicate effectively, orally and in writing; and fairly and effectively manage personnel.

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: Co-workers, staff, students, 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.

10/8/09

Revised 10/19/10