

## **MANAGER, STUDENT SERVICES**

### **DEFINITION**

Under general direction, plans, directs, administers, supervises, and participates in the daily operations and activities of a variety of functions in the Admissions and Records Department, including processing enrollment forms and applications, maintenance of student records and files, and related student support functions; supervising staff, work flow and problem solving situations.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Dean, Enrollment Management. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a management level class in the admissions and records functional area that exercises independent judgment on diverse and specialized admissions and records and other functions and has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent organizes and oversees day-to-day admissions and records processing, reporting, and record keeping activities and is responsible for providing professional-level support to the Dean, Enrollment Management in a variety of areas. Responsibilities include oversight of the transcripts, residency status, student records, and registration processing functions, in addition to serving as the supervisor bridge between day and evening shifts in the Admissions and Records Department and other student service areas. This class is distinguished from the Assistant Director, Admissions and Records in that the latter assists in managing all functions of the department and serves as “second-in-command” to the Dean.

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

1. Plans, organizes, assigns, supervises, and reviews the work of support staff in the Admissions and Records Department; trains staff in work procedures; provides policy guidance and interpretation to staff; provides input on employee performance evaluations and works with employees to correct deficiencies; recommends and implements disciplinary procedures; assists in selection and promotion.
2. Monitors activities of the assigned work unit; recommends improvements and modifications and prepares various reports on operations and activities, including workload and workflow statistics.
3. Recommends and implements goals, objectives, policies and procedures, and changes to applicable District codes; establishes schedules and methods for assigned admissions and records functions.
4. Determines and recommends staffing needs for assigned activities and projects; prepares cost estimates and staffing requirements with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.

5. Responds to inquiries from other admissions and records staff, other departments, students, faculty, and visitors regarding assigned admissions and records functions; investigates complaints and sensitive/confrontational issues; recommends corrective actions to resolve issues.
6. Oversees and performs various student support services, including processing transcripts, researching and verifying residency status, updating and adjusting student records, and registering students.
7. Coordinates the imaging, storage, retrieval, and maintenance of hardcopy records in support of the admissions and records function.
8. Develops training programs designed to introduce, support, train, and retain various campus constituents on effective utilization of the various computing systems that support the admission, registration, and successful enrollment of students.
9. Serves as the supervisory bridge between day and evening shifts in the admissions and records department and other student services areas.
10. Oversees the maintenance of accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
11. Oversees the verification and review of forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
12. Composes, types, formats, and proofreads a variety of routine letters and documents.
13. Plans, coordinates, and carries out special projects as assigned by departmental managers.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
15. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. Student admissions and records rules, processes, and procedures of a college.

4. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
5. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
6. Record keeping principles and procedures.
7. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
8. English usage, spelling, vocabulary, grammar, and punctuation.
9. 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, disabilities, various socio-economic and ethnic groups.

**Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
5. Supervise, select, train, motivate, and evaluate the work of staff.
6. Plan, organize, coordinate, and direct a comprehensive admissions, records, and enrollment program at an institution of higher education.
7. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
8. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
9. Respond to and effectively prioritize multiple phone calls and other requests for service.
10. Compose and prepare comprehensive reports, correspondence, and other written materials.
11. Make accurate mathematical and statistical computations.
12. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
13. Establish and maintain a variety of filing, record keeping, and tracking systems.
14. 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.
15. Operate modern office equipment including computer equipment and specialized software applications programs.
16. Use English effectively to communicate in person, over the telephone, and in writing.
17. Understand scope of authority in making independent decisions.
18. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in business, education, public administration, or a closely related field, and
2. Four (4) years of increasingly responsible experience related to admissions, records, and enrollment management at an institute of higher education, including some lead or supervisory experience.

### **Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

### **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; to operate a motor vehicle and to visit various District and meeting sites; 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 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 20 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 staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.