

DESERT COMMUNITY COLLEGE DISTRICT

DIRECTOR, ADMISSIONS AND RECORDS

BASIC FUNCTION

Under the direction of the Dean of Enrollment Services, the Director of Admissions and Records (A&R) provides vision, leadership, supervision, and professional development for office staff, and maintains a high degree of contact with College of the Desert stakeholders including faculty, administration, institutional research, technology user groups, students, and a wide variety of committees.

The Director of A&R will plan, organize, and oversee the operations of the Admissions and Records Office, including the admissions and registration of students, maintenance, security and preparation of student records and non-credit registration and requirements.

The Director of A&R will recommend, develop, and implement goals and objectives, policies and procedures consistent with the privacy act, state and federal laws and regulations, and District goals and objectives. Additionally, the Director will supervise, train and evaluate assigned staff in providing the highest quality of services in support of student learning and success.

REPRESENTATIVE DUTIES

The following duties are representative of the essential functions of the job.

1. Plan, organize, coordinate, and oversee the operations and activities of the Admissions and Records Office related to student enrollment and registration and the maintenance and preparation of student records, including dual and concurrent enrollment and partnerships with California Indian Nations College, high school and school districts of the Coachella Valley, and other formal partnerships with colleges and universities.
2. Director of A&R serves student enrollment needs through overseeing the timely scheduling of classes, collection and posting of grades, and confirmation of the completion of graduation requirements; interprets academic policies; and provides guidance and oversight to maintain the professional integrity of the office.
3. Ability to research, set-up and configure and enhance new and existing system functionality. Understand data mapping and process flows to deliver efficient solutions to functional areas. Analyze and troubleshoot errors and system defects. Partners with Information Technology to resolve student information system issues related to Colleague systems upgrades, enhancements, and troubleshooting.
4. Responds to calls and walk-in inquiries from students, faculty, and staff concerning college policies and procedures relating to records, registration, scheduling, and other community college matters.
5. Provide leadership in developing and implementing various modules of the student information system so they are responsive to institutional needs and request. Directs timely reporting to the National Student Clearinghouse.
6. Oversee the evaluation and processing of students' educational records, including enrollment, transcripts, degree and certificate completion, add and drop requests, grade changes, residency, fee waivers, credit for prior learning. Coordinates preparation of graduation audits prior to degree conferral.
7. Work collaboratively to maintain a yearly academic calendar and an effective records/registration system. Resolve student issues; coordinate grade collection and posting to student transcripts.
8. Produce reports from student information system for internal and external constituencies. Prepare District, regional, state, and federal reports.
9. Serve as an advisor to the Dean, other District departments, and educational agencies and institutions regarding the Admissions functions and operations. Coordinate Admissions and Records activities with Enrollment Services (e.g., financial aid), instructional divisions and departments, Fiscal Services, Institutional Research, and Information Technology Offices.

10. Disseminate information with regard to programs and services, District policies and procedures, and state and federal laws and regulations in person or on the telephone with students or prospective students to explain or assist in enrollment and registration procedures.
11. Meet with students to resolve complex situations or problems, adjudicate student appeals and petitions, and authorize exceptions.
12. Implement projects related to improve or create new infrastructure, organization, and business flow of credit and noncredit programs
13. Manage the processing of various forms related to the registration and enrollment process; review forms to assure completeness and compliance to District, state and federal guidelines, policies, regulations and laws. Perform audits of records, identify and resolve issues, research and develop efficient operational procedures.
14. Oversee the data entry and maintenance of the various software and databases, and automated systems used to facilitate the admissions, registration, and processes related to student records. Review and analyze the data to assess and ensure the integrity of the database.
15. Coordinate internal and external audits with District's auditor to ensure compliance with registration, residency, dual and concurrent enrollment, and student accounts.
16. Coordinate District-wide applicable training at multiple campuses on policies and procedures and system upgrades related to registration to ensure consistency of department services.
17. Recommend, oversee, and manage the operational budget for the Office. Oversee processing of purchase orders and monitor expenditures
18. Select, train, supervise, and evaluate the performance of assigned staff; recommend transfers, reassignments, discipline, terminations, promotions and other personnel actions as appropriate. Provide professional in-house trainings of staff and offer recommendations of external agencies available for professional development. Seek and participate in professional development activities.
19. Serve on assigned District committees; represent the District at District, regional and state meetings. Committee can include enrollment management, matriculation, calendar committee, K-14 consortium, and others as assigned by Dean.
20. Meet schedules and timelines, organize multiple projects efficiently and effectively and carry out required project details throughout the year.
21. Coordinates Commencement in-person or virtual ceremony activities; provide official reports of graduation, assist with the planning and executing of Commencement activities, and direct A&R staff on activities and operations to support Commencement. Plan and execute the pre-graduation event hosted to support the goals of Commencement activities; communicate with graduates on eligibility and event details of attendance, preparation, and expectations.
22. Other duties and responsibilities as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Demonstrated progressively responsible experience in a Registrar's and/or Admissions Office; demonstrated thorough understanding of student records systems. California Community College mission, goals, programs and services; Title 5, Education Code, state and federal laws and regulations and District policies and procedures related to the enrollment and registration of college students; Family Education Rights and Privacy Act (FERPA); Veterans programs and benefits; degree, certificate, and transfer requirements; interpretation, evaluation, and maintenance of student records; basic accounting principles for the development and monitoring of budgets; principles and practices of administration, supervision and training; modern office practices, procedures and equipment; automated record-keeping -systems; operation of a computer and - applications used for registration and maintenance of student records; data mining and report preparation; effective oral and written communication skills; correct English usage, vocabulary, spelling, grammar, and punctuation; and the diverse backgrounds of community college students; interpersonal skills using tact,

patience and courtesy.

Ability to: Envision new work strategies utilizing state of the art technology to support and enhance admissions, records, and cashier's services that will optimize efficiency and production and reduce cost; devise and implement new and improved registration, enrollment, graduation, degree, and record-keeping systems; prepare clear and concise reports; exercise initiative and independent judgment; effectively supervise a complex operation; understand and apply regulations, policies and procedures; train, supervise and evaluate the performance of assigned staff; organize and maintain accurate automated records systems; establish internal controls and procedures that meet audit, state, and federal standards; operate a computer and applications including Microsoft Office Suites and registration and records systems; communicate effectively both orally and in writing to exchange information; analyze data and prepare accurate and concise reports; analyze situations accurately and adopt an effective course of action; collaborate with faculty, staff, administrators; plan, organize, coordinate and administer programs, services, activities and functions of the assigned area; communicate policies, guidelines, regulations and laws to staff, students and public; prioritize and schedule work; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; work independently, with little to no direction; ability to research, test, develop, and implement practices that are both efficient and effective means of operating; exercise tact and diplomacy in dealing with sensitive or confidential matters ;sit or stand for extended periods of time; bend at the waist, kneel or crouch; lift up to 25 pounds.

EDUCATION AND EXPERIENCE

Any combination equivalent to: Bachelor's degree and at least four (4) years of experience in admissions and records and including the supervision and direction of the work of others, planning large scale events, conducting comprehensive enrollment and graduation reports and implementation of technological systems related to the function of role.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

WORKING CONDITIONS

Environment: Office environment. Sitting for extended periods of time, pushing and pulling, and visual acuity. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift, carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others. Frequent interruptions. Some weekends and evening required. Driving a vehicle to conduct work as necessary.

EMPLOYMENT STATUS

Classified Administrator

Approved 8/2005;

Updated 8/16/13, 10/2020
Leadership IX