

DESERT COMMUNITY COLLEGE DISTRICT

MANAGER, ADMISSIONS AND RECORDS

POSITION DESCRIPTION

The Manager, Admissions and Records is responsible for ensuring the development, direction, management and evaluation of Admissions and Records. Ensures an efficient program operation in cooperation with other departments and in compliance with state and federal regulations. This is a hands-on leadership role requiring independent judgment to train, evaluate, and supervise staff.

The incumbent assists with the planning, management, coordination of operations, and serves in a supervisory capacity during the Director's absence; provides operational and administrative support to the Director of Admissions and Records, and organizes assigned program to meet the needs of the District.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Director of Admissions and Records or designee. The incumbent is expected to work independently, exercising professional judgment and initiative to achieve departmental goals. Exercises supervision over assigned support personnel.

REPRESENTATIVE DUTIES

The duties listed are intended to provide examples of the types of work performed and are not intended to be an exhaustive list of all responsibilities. The District reserves the right to modify or assign additional duties consistent with the classification.

The following duties are representative of the essential functions of this position:

1. Administer and maintain the College student information and degree audit systems, including annual updates, transcript audit and grade scheme maintenance, system configuration changes, documentation, testing, troubleshooting, and coordination with Information Technology to resolve functional and technical issues.
2. Manage the College Catalog process, including maintaining catalog content, monitoring workflow progress, and ensuring compliance with established local deadlines and publication requirements.
3. Supervise and assist with the maintenance, integrity, and security of student records, including official academic records, graduate records, inactive student files, and computerized student information systems. Ensure compliance with District, state, federal, and accreditation requirements. Reviews, revises, and implements District, regional, and program policies and procedures.
4. Provide specialized support and guidance regarding student records and academic policies, responding to inquiries from students, faculty, staff, and administrators;

- interpreting policies and procedures; investigating and resolving records-related issues; and referring complex matters to Director of Admissions and Records as appropriate.
5. Develop, maintain, and distribute system documentation, procedures, training materials, and user resources related to Admissions and Records processes, student information systems, and associated technologies.
 6. Design, maintain, and utilize system queries, reports, and data extraction tools to support operational reporting, analysis, testing, compliance monitoring, and decision-making.
 7. Oversee transcript services and academic record reporting, including the issuance of official transcripts, grade reports, and related academic records to authorized individuals and entities.
 8. Coordinate and oversee graduation and degree audits, graduation eligibility reviews, diploma and certificate preparation, maintenance of graduation records and statistics and support for commencement activities.
 9. Audit and monitor Admissions and Records operations for compliance, including review of General Education (GE) certifications and certification programs, and related processes to ensure adherence to District, state and local regulations, policies and procedures.
 10. Seeks and participates in professional development activities, chair or co-chair assigned governance committees.
 11. Performs other related duties as assigned.

EDUCATION AND EXPERIENCE

Any combination of education and experience:

A Bachelor's degree from an accredited college or university in Business Administration, Education, Public Administration, or related field; AND Five (5) years of experience in related area such as admissions and records, financial aid, and education with at least two (2) years in a supervisory, lead or managerial role.

OR

An Associate's degree from an accredited institution in Business, Education, Public Administration or a related field; AND Seven (7) years of progressively responsible experience in a related field such as admissions and records, financial aid, and education with at least two (2) years in a supervisory, lead, or managerial role.

KNOWLEDGE AND ABILITIES

Knowledge of:

- 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 Educational Rights and Privacy Act (FERPA).

- Special Admit programs and benefits; degree, certificate, and transfer requirements; interpretation, evaluation, and maintenance of student records; 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; interviewing techniques; interpersonal skills using tact, patience and diplomacy.
- The operation of a computer and various software programs including word processing, database management and spreadsheet computer applications software; modern office practices, procedures and equipment; and recordkeeping techniques.
- Modern office procedures, methods, equipment including computers and applicable software.

Ability to:

- Maintain electronic systems for student records, degree audit and college catalog; understand and apply regulations, policies and procedures.
- Train, supervise and evaluate the performance of assigned staff.
- Maintain regular, reliable, and punctual attendance consistent with District standards and operational needs.
- Communicate clearly, concisely, effectively and professionally, both verbally and in writing, with employees and District leadership and stakeholders, especially during stressful situations; de-escalate difficult customer interactions with empathy and tact. • Establish and maintain cooperative and effective working relationships with others; work independently, confidentially, organize work to meet schedules, timelines and with minimal direction; exercise tact and diplomacy when handling sensitive or confidential matters.
- Maintain current knowledge of trends related to assigned areas of responsibility.
- Supervise, coach, evaluate, and motivate a team of professionals to foster a collaborative customer-focused team culture.
- Prioritize work to meet stringent schedules and timelines.
- Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socioeconomic, disability, and ethnic backgrounds of students, staff and the community.
- Organize and maintain accurate automated records systems; operate a computer and applications including Microsoft Office Suites and registration and records systems; analyze data and prepare accurate and concise reports.
- Communicate policies, guidelines, regulations and laws to staff, students and public.
- Plan, organize, direct, administer, review, and evaluate programs and services.
- Exercise honesty, consistency, and sound judgment in the performance of duties.

WORKING CONDITIONS

Environment: District office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; requires some evening and weekend responsibility; may require travel to other locations to attend meetings or conduct work. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift (up to 20 pounds), 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.

EMPLOYMENT STATUS

Classified Supervisor

Classified Leadership Salary Schedule: Range 7

Personnel Management Committee Review: September 2, 2026

Board Approved: September 18, 2026