

NEW JOB DESCRIPTION

DIRECTOR OF ENROLLMENT SERVICES (Classified Management, Range B5)

THE POSITION

Directly responsible to the Vice President, Student Development. Provides primary direction for the areas of course and facilities scheduling, production of all enrollment related materials, including but not limited to the Class Schedule, Catalog and Web presence. This position will also be responsible for the state apportionment report production and will assist the Vice President, Student Development directly with enrollment related research and forecasting. Night, weekend and off-campus assignments may be required.

SUPERVISION EXERCISED

Exercises direct supervision over clerical and student staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Serve as primary editor for all departmental publications. Coordinate the ongoing revision and production of all documents supporting student access to College information. This includes, but is not limited to, the production of the Class Schedule and the Catalog; publication of brochures, flyers and instructional materials for students; and the control of the College Web presence. Work collaboratively with publications and marketing staff, the College Public Information Officer and other College units to produce accurate and consistent representation of services and programs.

Select, train and supervise Scheduling Office staff.

Assume primary responsibility to audit and maintain integrity of the database for courses and sections using colon prompt in Datatel, and regularly interface with instructional Deans to insure accuracy of meeting times, weekly student contact hours, and classroom scheduling.

Perform scheduling audits, working collaboratively with division offices to insure accurate input of schedule data and effective course set ups to support both MIS collection and student registration.

Serve as editor for the class schedules and college catalog, including editing for content and integrity of courses and sections.

Produce an academic schedule of classes, within established timelines, assuring that the published courses are consistent with the catalog file; review schedule input from academic divisions for accuracy, completeness, and compliance to contract and catalog

Contribute to the processing of all catalog information, materials, equipment, and clerical procedures; ensure that information is consistent throughout the catalog and mirrors information in the class schedule.

Responsible for planning and organizing scheduling cycles; coordinating time lines and procedures resulting in the completion of each term's instructional schedule.

Provide responsible staff assistance to the Vice President, Student Development and Institutional Research; research, assemble, and summarize data and information; prepare and present staff reports and other necessary correspondence.

Update and edit publications pertaining to Admissions and Records. Update all forms and materials in both Web and paper format.

Oversee instructional room schedules and resolution of room scheduling conflicts.

Input new and revised course section information into master course file; audit for accuracy and consistency.

Collaborate with the Vice President in planning scheduling patterns to maximize space utilization and to implement demand-based scheduling.

Serve as an integral part of Student Development and as a liaison with other college departments, divisions, and outside agencies; having an understanding and an ability to resolve significant and controversial issues as appropriate.

Work with the Articulation Officer to review and revise associate degree and General Education Breadth requirements for campus distribution, catalog, and GE submission to CSU; collaborate with Articulation Officer to ensure that certificate, degree, and general education requirements are consistent and accurate in all college publications; notify all appropriate campus personnel of any changes to degree or general education requirements.

Maintain and update curriculum guides in the catalog, on the Ohlone Web page, and on documents distributed by counselors and Division Offices; interface with academic deans regarding certificate and degree requirements; verify that certificate and degree requirements are clear, concise, and in line with prescribed California Education Code and Ohlone Community College District policies.

Review Ohlone College catalog, CSU, GE, and IGETC Certification forms for accuracy.

Conduct regular training for division executive assistants to maintain their currency with Datatel.

Provide input into the formulation of campus policies affecting the scheduling and use of campus facilities and make recommendations accordingly to the appropriate campus personnel.

Assist in the collection, compilation and reporting on scheduling for budget, enrollment management program review and planning. Be an active participant in the analysis of data.

Prepare and submit 320 apportionment results to the State. Assist the Vice President, Student Development in enrollment reporting preparation and analysis.

Maintain course management on timekeeper systems to support attendance reporting needs.

Compose correspondence, memoranda, narrative, and statistical reports related to scheduling, facilities use, publications, and enrollment.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of: Operational characteristics, services, and activities, state and federal regulations regarding registration and curriculum development; principles of customer service and public relations; pertinent federal, state, and local laws, student attendance accounting and regulations including the California Education Code requirements and federal requirements for student residence, grading, testing, admissions, records, curriculum, and general education; organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs; modern and complex principles and practices of enrollment management program development and administration; principles and procedures of record keeping and statistical reporting; excellent computer proficiency; outstanding English composition and language usage; formatting and proofreading techniques; procedures of computerized records systems, systems analysis, and computer applications including integrated databases; principles of supervision, training, and performance evaluation; advanced principles and practices of budget preparation and administration; modern office procedures, methods, and computer equipment.

Skills and Abilities to: Manage, direct, and coordinate the work of supervisory, technical, and clerical personnel; select, supervise, train, and evaluate staff; provide administrative and professional leadership and direction for enrollment management including database searches and dataflow management; recommend and implement goals, objectives, and practices for providing effective enrollment management and scheduling functions; prepare clear and concise administrative and financial reports; perform complex and detailed tasks with accuracy; maintain accurate schedules and records; analyze problems, identify alternative solutions, project consequences of proposed action and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods, procedures and techniques; interpret and apply federal, state, local, and district policies, procedures, laws, and regulations; be sensitive to, and have an understanding of, the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college personnel and students; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; operate modern office equipment including, but not limited to, integrated database systems and general office computer applications.

Experience and Education Guidelines:

Experience: Five years of increasingly responsible experience in Admissions, Records, and/or Scheduling in an institution of higher education, including two years of administrative and supervisory responsibility. Familiarity with standard student record-keeping procedures; including AACRAO criteria, provisions of FERPA, and other legal issues relating to official academic records or academic history. Working knowledge of the development of curriculum, academic course schedules and catalog, transfer practices, general education, and articulation.

Education: A master's degree or equivalent from an accredited college or university with major course work in education, administration, business management, or a related field.

Special Requirements: Essential duties require the following physical abilities and work environment: Ability to work in a standard office environment; availability for evening and weekend work.

jmr/Dir., Enrollment Services (1-08)