Cabrillo College

DIRECTOR OF ENROLLMENT SERVICES
CLASSIFIED ADMINISTRATOR

JOB DESCRIPTION

The Director of Enrollment Services provides leadership and direction for the operations and activities of the College-wide functions and programs of Admissions and Records and Financial Aid and Scholarships.

SCOPE

Under the direction of the Vice President/Assistant Superintendent, Student Services provides leadership and direction for Admissions and Records and Financial Aid; oversees the administration of quality customer-oriented services consistent with College policies and regulatory, regional, and national standards; and directs, supervises and evaluates staff relative to areas of assignment.

EXAMPLES OF DUTIES: Duties include but are not limited to the following:

- Develops and maintains a strategic plan for enrollment services with a genuine commitment to student success, growing enrollment, and supporting diversity (E)
- Investigates and develops ways to meet enrollment goals and improve services to prospective and enrolled students (E)
- Plans and administers department budgets consistent with achieving College goals and objectives (E)
- Oversees admissions and records functions, ensuring aggressive recruitment of both traditional and non-traditional students and high quality applicant processing and services (E)
- Ensures the development and provision of a quality financial aid program that supports enrollment goals and student needs (E)
- Initiates and participates in overall program planning for departments (E)
- Communicates statutes, district and college policies and philosophies to divisions (E)
- Works in close collaboration with Information Technology to examine, evaluate and make recommendations for technological innovations and technology-based services (E)
- Assists departments in the acquisition, development, and utilization of technology resources (E)
- Coordinates admissions, financial aid areas to assure complete, quality service to newly admitted students (E)
- Serves as the liaison between enrollment services and academic program personnel, including consultation with academic deans (E)
- Collaborates with the Instruction and Planning and Research to develop plans to achieve targeted enrollment growth for new and low enrollment programs (E)
- Produces and distributes progress reports on enrollment goals (E)
- Fosters and supports the ongoing development of staff by providing orientation, training, performance coaching, continuing education, and professional development opportunities (E)
- Perform other duties as required/assigned

(E) = designates essential functions
QUALIFICATIONS

Education and Experience:

A Bachelor’s degree from an accredited college or university in education, public administration, business administration or related field and approximately three years of increasingly responsible management experience including, but not limited to, areas of enrollment management/services, student records, registration, or financial aid.

Knowledge of:

- And commitment to the mission of a comprehensive Community College
- An integrated strategic academic enrollment management model
- Technology used in educational programs and services
- Establishing successful partnerships with academic units and all other constituencies
- Teaching and learning processes

Ability to:

- Demonstrate effective leadership in management and planning
- Plan, organize and evaluate the work of others
- Train and oversee the work of others and create a supportive environment for staff and students
- Compile data and prepare accurate reports
- Communicate clearly and effectively verbally and in writing
- Promote excellent organizational, interpersonal, human relations, financial management, analytical, and team building skills
- Demonstrate a genuine commitment to diversity and student success
- Work cooperatively and effectively with individuals and students of diverse ethnic and education backgrounds and with various segments of the college community
- Perform consistently under pressure of deadlines and other administrative demands and works cooperatively with others

Desired:

- Master’s degree from an accredited college or university in education, public administration, business administration or related field
- Experience in areas including: enrollment management/services, financial aid, registration, and student records
- Management experience in a complex organizational structure
- Experience with records security, student information systems, data tracking systems, and web-based information systems
- Experience as a registrar or in financial aid at a college-level institution
AUTHORITY/RESPONSIBILITIES

The Director of Enrollment Services provides leadership and direction for Admissions and Records and Financial Aid and Scholarships; and directs, supervises and evaluates staff relative to areas of assignment.

Established: April 20, 2011