



West Valley - Mission

Community College District

CLASS SPECIFICATION

DIRECTOR, ENROLLMENT AND FINANCIAL SERVICES

Classified Administrative Position (Exempt Status)

Administrative Salary Schedule – Range 22

DEFINITION

To plan, organize, direct, and coordinate the activities of the student enrollment and financial services department within the student services division including enrollment, financial aid, outreach and advisory services; to coordinate department activities with other district departments; comply with multiple codes and regulations, and to provide highly complex staff assistance to the Vice President, Student Services.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Services.

Exercises direct supervision over assigned supervisory, technical, and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop and implement department goals, objectives, policies and procedures.

Plan, organize, and direct enrollment and financial services activities including admissions and records, financial aid and scholarships, outreach, and veterans' benefits and athletic certification.

Direct, oversee, and participate in the development of the student enrollment and financial services work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Prepare the enrollment and financial services budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Respond to audits; prepare and assist with a variety of statistical and narrative reports required by various federal, state and local agencies.

Recommend the appointment of staff; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Collect and provide government and private funding resources to students; implement procedures to ensure student eligibility and timely distribution of financial aid funding.

Manage and maintain systems for determination of California residency, concurrent enrollment activities for high school students, distance learning student enrollment, and certifications for veterans' benefits and athletics.

Develop and manage systems for the registration, recording and reporting of information pertaining to student enrollment, attendance, and grades; and for evaluating graduation, transfer and certification eligibility.

Collaborate with district information systems staff to promote and expand the use of technology in the delivery of enrollment and student services; troubleshoot technology systems related to enrollment services.

Develop structures and work processes to obtain goals and objectives; recommend policies and procedures working cooperatively with other college and district staff to achieve goals and objectives.

Represent the department and provide direction to other departments, outside agencies and organizations; participate and provide leadership and direction to outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of admissions and records in institutions of higher education, including financial aid, scholarship award programs, student record privacy, and veterans benefits programs.

Principles and practices of leadership, motivation, team building, and conflict resolution.

Multiple pertinent local, state and federal rules, regulations and laws.

Modern office practices, methods and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting and audit procedures and techniques.

Principles and practices of participatory governance and effective practices of adult teaching and learning.

Principles and practices of supervision, training, and personnel management.

Ability to:

Organize and direct the enrollment and financial services operations.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply district and department policies, procedures, rules and applicable local, state and federal regulations.

Supervise, train, and evaluate staff.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

Work beyond normal business hours, attend evening meetings and/or perform weekend work, and travel.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in a variety of enrollment and/or student financial aid programs, including two years of administrative and management responsibility.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, education, or a related field. A Master's degree is desirable.

EEO Category: Executive/Administrative/Managerial

Date Approved: July 1, 2016