



West Valley - Mission

Community College District

CLASS SPECIFICATION

MANAGER, ENROLLMENT SERVICES

Classified Administrative Position (Exempt Status)

Administrative Salary Schedule – Range 11

DEFINITION

To plan, organize and direct the activities of either the admissions & records section or the financial aid section, within the enrollment services division; to coordinate section activities with other divisions or departments; and to provide highly responsible technical support to the Dean.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from Dean.

Exercises direct supervision over assigned technical and administrative support staff.

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

Recommend and implement section goals and objectives; establish performance standards and methods for either the admissions & records or financial aid unit.

Plan, develop and oversee the work of staff involved in either admissions & records or financial aid.

Evaluate operations and activities of assigned unit; implement improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.

Consult with faculty and administrators to assist in improved delivery of services to students.

Participate in the selection of staff; coordinate and conduct staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.

Organize, coordinate and oversee the timely and accurate audit, input and validation of relevant data in various software programs.

May prepare and maintain the processes for a safe, petty cash, reconciliations, deposits, and signing off for the guard pick-up; may reconcile financial aid program accounts, including check transmittal and board of governor's fee waiver adjustments.

May manage student loan collection activities; collaborate with relevant district staff to develop and administer a loan default prevention program.

Lead the troubleshooting of system software problems and implement recommendations for solutions; act as liaison with information systems staff regarding technology issues; supervise the setup, testing, and monitoring of the student systems module supporting admissions, records, and cashiering or financial aid.

Interpret policies and regulations regarding admissions, registration, collection of fees, or the awarding of financial aid funds; determine appropriate courses of action in unusual and complex circumstances.

Research and prepare technical and administrative reports and studies; prepare agenda items for submission to the Board of Trustees; prepare written correspondence as necessary.

Closely coordinate operations with other departments and actively work to integrate programs and services across departments; provide and receive integral support from other managers and supervisors.

Foster and maintain student-centered and equity-driven teams to embrace process improvements.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaint.

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 college admission and records functions, including registration, collection and accounting of fees, and maintenance of student academic records.

Principles and practices of the provision of financial aid programs in an institution of higher learning.

Complex integrated systems as they relate to financial aid programs.

Pertinent local, state, and federal rules, regulations and laws.

Modern office procedures, methods and computer equipment.

Principles and practices of research analysis and management.

Principles and practices of budget development, implementation and monitoring.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of work safety.

Ability to:

Organize, implement and direct operations/activities of either admissions & records or financial aid units.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk 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.

Interpret and explain pertinent state and federal laws and department policies and procedures.

Troubleshoot applicable computer systems and software and recommend solutions and improvements to correct system errors.

Develop and monitor assigned budget.

Develop and recommend policies and procedures related to assigned operations.

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 the ability to 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 the admissions & records or financial aid function at a college or university, including one year of supervisory responsibility.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, finance or a related field.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

EEO Category: Executive/Administrative/Managerial

Date Approved: August 29, 2022