



West Valley - Mission

Community College District

CLASS SPECIFICATION

SUPERVISOR, ADMISSIONS & RECORDS

Supervisory Position (Non-Exempt Status)

Supervisors Salary Schedule – Range 28

DEFINITION

To plan, organize, direct, and supervise admissions and records office operations and staff within the student enrollment and financial services department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Enrollment and Financial Services.

Exercises direct supervision over assigned technical staff.

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

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for admissions and records on an assigned college campus; implement policies and procedures.

Plan, prioritize, assign, supervise, and review the work of staff involved in admissions, records, and cashiering.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; ensure compliance with applicable federal, state, and district laws, policies and guidelines.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures; may provide assistance and information to outside auditors when required.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; mediate and resolve conflicts as necessary.

Assist in troubleshooting system software problems and make recommendations for solutions; act as liaison with information systems staff regarding technology issues; supervise the set up, testing, and monitoring of the student systems module supporting admissions, records, and cashiering.

Interpret policies and regulations regarding college admission, registration, and the collection and accounting of fees; determine appropriate courses of action in unusual and complex circumstances.

Collect, process, analyze, and disseminate a variety of student data.

Prepare and audit MIS data reports for State and National Clearinghouse.

Prepare and maintain the processes for a safe, petty cash, reconciliations, deposits, and signing off for the guard pick-up.

Answer questions and provide information to students, staff, administrators, and others; investigate complaints and recommend corrective action as necessary to resolve complaints.

Liaison and coordinate with faculty and administrators to ensure timely and complete submission of student rosters and grade reports.

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.

Modern office and records management processes.

Principles and practices of supervision, training, and performance evaluations.

Principles and practices of budget administration.

Relevant and applicable software and database systems.

Principles and practices of safety management.

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

Ability to:

Organize, implement, and direct college admissions and records operations/activities.

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.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train, and evaluate assigned 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:

Four years of increasingly responsible experience in the admissions and records function at a college or university, including one year providing technical and functional supervision over assigned staff.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in finance, accounting, business or a related field.

EEO Category: Professional Non-Faculty

Date Approved: November 1, 2016