

College of the Redwoods

Position Description

Position: Dean, Enrollment Services	Position Number:
Department: Student Development	FSLA: Exempt
Reports to: Vice President, Instruction	Salary Grade: 130

Summary

Under the direction of the Vice President, the Dean of Enrollment Services is responsible for performing activities related to planning, administering, directing, and coordinating the College's admissions, records, federal and state financial aid, scholarships, adult education program, and Veterans Administration (VA) Educational Benefit programs; assures compliance with all Federal and State program requirements. Supervises and evaluates the performance of assigned staff; supervises related programs.

Essential Duties and Responsibilities

- Provides leadership direction to the Director of Admissions and Records and the Director of Adult Education in long-term planning of the programs. Assures the quality of these programs through an effective evaluation process and regular coordination of activities.
- Directs the day-to-day operations of the assigned areas with a student-centered attitude toward effective and efficient delivery of services.
- Supports the planning and execution of assessment of student and program learning outcomes. Assess the effectiveness of these outcomes and implement changes in the areas of responsibility based on results of assessments.
- Plans, organizes, develops, and directs the federal, state and local student aid programs, allocates financial aid resources and recommends disbursements. Directs financial aid intake, need analysis, and award processing, including the oversight of admissions/records, veteran services, and financial aid processes at all district campuses.
- Assures absolute compliance with state and federal regulations, laws and reporting requirements related to assigned programs.
- Provides direction and leadership to the Director of the Adult Education program in development of new course and degree programs and supervision of faculty to deliver courses.
- Ensures the viability of the Adult Education Program. Oversees program evaluation to ensure course outlines are up-to-date, SLOs are being assessed, and students are attaining their educational goals.
- Coordinates and integrates departmental operations with other District departments to assure accurate and current data and to achieve efficient, effective and timely processing and service to students
- Plans, organizes and implements long and short-term systems and activities designed to develop financial aid programs
- Prepares or assists in preparation of all federal and state reports for required program areas.
- Provides technical expertise and information to college community regarding financial assistance programs, policies and procedures; may counsel and assist students applying for financial aid.
- Develops, implements, interprets and enforces, policies and procedures concerning the operation of the assigned programs, implementing revisions as necessary to

comply with changes in Federal, State and local laws and codes and institutional policies, procedures and protocols.

- Directs the preparation and maintenance of a variety of narrative and statistical reports, records and files related to expenditures, student financial aid records and required accounting records; assures confidentiality of information as appropriate.
- Supervises and evaluates the performance of assigned staff; models and ensures a customer-service approach; interviews and selects employees and recommends transfer, reassignment, termination and disciplinary actions.
- Plans, coordinates and arranges for on-going development and appropriate training of staff.
- Oversees the development of a loan default prevention program
- Develops strong teamwork ethic within department; contributes positively to student services leadership team; maintains effective working relationships with students, staff, faculty, administrators and community agencies.
- Develops and prepares the annual budget for the department; analyzes and reviews budgetary and financial data; controls and authorizes expenditures according to established guidelines.
- Reviews student files in difficult cases to determine financial aid eligibility; evaluates special circumstances and exercises appropriate professional discretion in applying standard policies.
- Resolves and/or assists in the resolution of problems and/or complaints and initiates corrective action as appropriate.
- Ensures that policies and procedures of the assigned areas support the mission of the college.
- Attends state and regional conferences and workshops to maintain current knowledge of programs, regulations and requirements.
- Participates in and provides leadership for committees as assigned, departmental meetings and district level activities when appropriate.
- Performs related duties as may be assigned by the Vice President.

Qualifications

Knowledge and Skills

- Sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those the district serves
- Applicable federal, state and local codes, laws and regulations
- Principles of managing, training and supervising staff
- Managing federally- and state-regulated programs.
- Interpreting complex data and information.
- Office practices and systems
- Computer-assisted student development, specifically those related to financial aid
- The mission of the community colleges and the role played by student services in fulfilling that mission
- Principles of customer service

Abilities

- Interpret, apply, and comply with regulatory requirements
- Maintain accurate and complete records; complete required reports by compiling and organizing data from a variety of sources with reliable accuracy
- Develop and manage budgets

- Direct, organize, coordinate, and administer a variety of financial aid programs
- Develop a strong team that contributes to the growth of students, faculty, and staff
- Model and promote a positive, learning-centered philosophy and student-focused attitude toward service delivery
- Contribute positively to the student development leadership team
- Maintain effective working relationships with students, faculty, staff, administrators, and community agencies
- Identify, analyze, initiate, and complete tasks with a minimum of supervision
- Evaluate programs and services
- Select, supervise, train, and evaluate staff
- Adapt to change
- Works collaboratively with other managers, faculty and staff to develop mutually supportive and integrated student-centered models

Education and Experience

Master's degree in business, public administration, social sciences, or a closely related field and demonstrated successful progressively responsible experience in enrollment services related area.