

College of the Redwoods

Position Description

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| Position: Enrollment Technical Operations Manager | Position Number: |
| Department: Admissions and Records/Financial Aid | FLSA: Exempt |
| Reports to: Director – Admissions & Financial Aid | Salary Grade: 123 |

Summary

Under the direction of the Director of Admissions & Financial Aid, the incumbent directs and coordinates the admissions and records office and assists in coordinating financial aid programs of the College by supervising college admissions, registration enrollments, financial aid and security of academic records. The Manager assists with planning, developing, coordinating, and implementing District-wide office policy and procedures; and provides supervision for designated staff.

Essential Duties and Responsibilities

The duties of this position are district-wide, and extend to all campuses and instructional sites within the service area. Some out-of-area travel is to be expected. The primary responsibility of this position would include:

- Manage a system for the registration, recording, and reporting of information pertaining to student enrollment, attendance, financial aid and grades.
- Ensure that students are updated on new and changing policies and procedures in a timely manner using multiple methods.
- Maintains the process of admitting students, including the determination of California residency, and the maintenance of accurate, current student demographic information.
- Participate in the search and selection process for all assigned staff; supervise, train and evaluate staff in assigned area.
- Monitor processes that ensure compliance with federal/state law (such as FERPA) in the areas of admission, apportionment, and student record keeping; review state and local policy and recommend changes as appropriate.
- Direct the maintenance and reporting of student and attendance information in the student information system.
- Notify faculty and staff regarding policy and procedures for recording and reporting grades and attendance.
- Identify best practices and implement continuous quality improvement practices.
- Coordinate with ITS the development, modification and evaluation and implementation of computer applications in all areas of assignment including technological innovations, updates and changes to the student information system, imaging system, transcript production system, and CCCApply system;
- As a representative of the College, participate in and attend professional associations;
- Serves on college standing and ad hoc committees as required.
- Perform other duties as assigned.

Qualifications

Knowledge and Skills

- Higher education and student services in California Community Colleges.
- Matriculation process at California Community Colleges.
- Use of technology in delivery of enrollment services.
- Title 5 and Ed Code regulations related to Admissions and Records and Financial Aid.
- Concurrent Enrollment and Dual Enrollment Programs.
- Financial Aid Programs available to students at the community college level.
- Budget preparation and control.
- Funding and budget methods and regulations regarding the use of funds.
- Interpersonal communication skills using collegiality, patience, and courtesy.
- Pertinent federal, state and local laws, codes and regulations.
- Principles of supervision, training and performance evaluation.

Abilities

- Ability to identify, problem-solve and correct technical malfunctions within student information system.
- Ability to coordinate and implement Board policies, pertinent requirements of Title 5, the California Education Code, FERPA and Federal regulations that affect the admission, enrollment, matriculation, and attendance accounting practices of the District.
- Ability to manage, supervise and evaluate staff.
- Ability to provide and model high-quality customer service.
- Ability to develop and manage a departmental budget.
- Ability to work independently in a fast-paced, deadline-driven environment.
- Ability to work with departmental staff to set annual goals and achieve them.
- Ability to understand, interpret, and make recommendations regarding the revision of state and federal regulations and local board policies.
- Ability to generate a wide variety of detailed state, system, and federal reports.
- Ability to meet critical reporting deadlines that affect the district's ability to collect apportionment and support student goal attainment.

Physical Abilities

Requires sufficient visual acuity to recognize words and numbers; speech and auditory ability to carry on conversations in large audience, personal, and phone conversations.

Education and Experience

Bachelor's degree with a minimum of five years of student services work including admissions and financial aid experience. Direct and substantial experience using an interactive database management system is essential.