Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.
6. Plans, organizes, directs, and oversees the activities, services, and operations of admissions, records management, financial aid, veterans, and scholarships services and international education; allocates personnel and resources to optimize departmental efficiency and effectiveness; plans and directs District-wide registration activities at all educational sites.

7. Prepares, submits, and monitors the annual budget for Enrollment Services; researches and approves expenditures for services, supplies, and equipment in accordance with established policies, procedures, and protocols.

8. Consults with Information Services and participates in the development and enhancement of specialized automated systems; maintains current knowledge in the latest technology related to functional areas, including hardware and software capabilities; provides major input to long-range technology planning decisions; maintains ongoing relationship with Information Services staff regarding same.

9. Oversees the development, implementation, maintenance, and evaluation of online student and faculty applications and services; interprets academic policies and anticipates legal ramifications of District-wide on-line applications, including but not limited to, security, privacy, and identity theft; evaluates and directs the implementation of interfaces with course management systems.

10. Develops, maintains, evaluates and revises enrollment accounting procedures; develops and prepares appropriate enrollment data and attendance reports as required or requested by State or Federal agencies.

11. Prepares and presents periodic enrollment projections to the President, the President’s cabinet, various planning councils, and/or other interested parties; prepares and presents enrollment and student data as requested for the Governing Board.

12. Participates in the reporting of MIS data to the California Community Colleges Chancellor’s Office; assumes administrative responsibility over the data; investigates, troubleshoots, and resolves data issues.

13. Prepares the academic calendar for the Calendar Committee; presents proposed calendar for strategic planning and Governing Board approval.

14. Provides technical expertise and information to District administrators, faculty, and students; advises academic personnel regarding issues related to course offerings, course numbering, and scheduling.

15. Establishes and maintains ongoing communications with other community colleges, four-year colleges/universities, and professional organizations to coordinate policies and procedures on admissions, registration, and transfer of students.

16. Oversees the dissemination of general information on admissions and registration to the community; advises students directly regarding academic policy matters as appropriate; serves as the final administrative decision-maker regarding appeals on residency, grade, probation, petitions for fee/waivers or refunds, and other issues as provided in District policies and procedures.

17. Plans and coordinates research projects related to areas of responsibility.

18. Directs, oversees, and participates in the preparation of a variety of complex statistical and narrative reports related to assigned functional areas.

19. Completes the CCFS 320 Apportionment Attendance Report and supplemental reports.
Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.

2. Participates in shared governance through service on planning and/or operations committees and task forces.

3. Acts as administrator in charge of student services in the absence of the Assistant Superintendent/Vice President of Student Services.

4. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

1. Managerial and leadership principles and practices.
2. Policies, procedures, functions, and organization of assigned areas of responsibility.
3. Technical aspects of field specialty.
4. Advanced technology in functional areas.
5. Budgeting principles and practices.
6. Policies and objectives of assigned programs and activities.
7. Public relations principles, including the use of tact, patience, and courtesy.
8. Community college organization, operations, policies, and objectives.
9. Applicable Federal, State and local codes, laws and regulations.

Skill in:

1. Supervising, training and directing the work of others.
2. Providing leadership, support, and assistance to campus departments.
3. Utilizing a computer and related software applications.
4. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Developing, analyzing, and maintaining a division budget.
7. Interpreting complex data and information.
8. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
9. Communicating clearly and concisely, both orally and in writing.
10. Mediating difficult and/or hostile situations.
11. Effectively responding to all situations/incidents using sound judgment and decision-making skills.
12. Directing, organizing, coordinating, and implementing a variety of programs, events, and activities in assigned areas of responsibility.
13. Investigating and resolving grievances.
14. Planning, coordinating, organizing, and directing enrollment services programs at the community college level.
15. Directing admissions, registration, matriculation, and records management functions.
16. Developing, implementing, evaluating, and revising procedures and guidelines related to assigned function.
17. Coordinating student financial services.
18. Working independently with little direction.
19. Preparing reports by compiling and organizing data from a variety of sources.
20. Maintaining accurate and complete records.

**Experience and Training Guidelines**

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

**Experience:**

Five years of experience in student services, including two years of administrative and supervisory responsibility.

**Education/Training:**

Master’s degree in a related field.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise, and electrical energy; extensive contact with faculty, staff, and students.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties.