

EXECUTIVE DIRECTOR OF ENROLLMENT AND ACADEMIC SUPPORT SERVICES

Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 12
REPORT TO: VICE PRESIDENT OF STUDENT SERVICES
REVIEWED DATE: APRIL 2, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Serves as lead administrator for the Enrollment and Academic Support Services unit to include direct supervision for admissions, advising, testing, financial aid, records, registration programs, graduation and TSI compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, coordinates, and supervises the admissions, records, and registration procedures of credit programs and courses in accordance with State, Federal, and institutional regulations.
- Maintains admissions and records of noncredit programs and courses in accordance with State, Federal, and institutional regulations and provides accurate data for submission of State and Federal reports.
- Coordinates, develops, and implements registration and enrollment policies and procedures in consultation with other student services offices.
- Provides accurate data for submission of State and Federal reports dealing with the maintenance of student and course records.
- Develops and implements the various institutional forms used by the Admissions and Records office.
- Leads and supervises the Director of Financial Aid, Coordinator of Admissions and Records, Coordinator of Testing, and Coordinator of Advising and Retention to ensure common policies and procedures.
- Works with Instruction to plan and coordinate the class schedule and portions of the college catalog.
- Plans, coordinates, and implements Texas Success Initiative (TSI) tracking procedures in accordance with state regulations.
- Directs the process of testing and the evaluation of electronic transcripts.
- Plans, organizes, and manages the graduation exercises.
- Verifies that all graduating students have met prescribed degree or certificate requirements.
- Directs the operation for verifying and notifying students of admissions and academic eligibility.
- Directs the operation for the evaluation of transcripts for transfer students.
- Directs the admission processes and reviews exceptional admission cases.

EXECUTIVE DIRECTOR OF ENROLLMENT AND ACADEMIC SUPPORT SERVICES

Job Description

- Ensures effective academic advising and retention practices for all TSC students.
- Coordinates the creation and implementation of a strategic plan for the enrollment and academic support functional areas at the College, in collaboration with the Vice President of Student Services.
- Assists with the coordination of the student complaint and appeal procedures relating to admissions for the College and makes recommendations to the Vice President of Student Services.
- Reviews, maintains and evaluates the budget for the enrollment and academic support functional areas.
- Develops the program outcomes for the enrollment and academic support functional areas, monitors assessment of those outcomes, and develops plans of action for improvement based on the assessment of those outcomes.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the admissions and records functional area.
- Assists with the process for systematic review and evaluation of the enrollment and academic support functional area per the model adopted by the College.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Serves on committees as appropriate and as appointed by supervisor.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Demonstrated knowledge of the admissions and records function and the administration of such function.

EXECUTIVE DIRECTOR OF ENROLLMENT AND ACADEMIC SUPPORT SERVICES

Job Description

- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.
- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB, as well as other state and federal laws and regulations regarding admissions and records and TSI.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or boards of directors.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- Proficiency with use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Master's degree from an accredited college or university.
- Minimum of five (5) years of administrative experience in the enrollment and academic support services functional areas of a comprehensive community college or university.
- Demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office.
- Experience working effectively in a team environment with a customer service focus.

PREFERRED EDUCATION AND EXPERIENCE

- Community college experience in the administration of student enrollment and academic support services.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

EXECUTIVE DIRECTOR OF ENROLLMENT AND ACADEMIC SUPPORT SERVICES
Job Description

CERTIFICATES AND LICENSURES

None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

EXECUTIVE DIRECTOR OF ENROLLMENT AND ACADEMIC SUPPORT SERVICES
Job Description

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a master's degree from an accredited college or university?
 - Yes
 - No
3. *Do you have a minimum of five (5) years of administrative experience in enrollment and academic support services functional areas of a comprehensive community college or university?
 - Yes
 - No
4. *Do you have demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office?
 - Yes
 - No
5. *Do you have experience working effectively in a team environment with a customer service focus?
 - Yes
 - No
6. Do you have community college experience in the administration of student enrollment and academic support services?
 - Yes
 - No
7. Do you have demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
 - Yes
 - No