

DEAN OF ENROLLMENT SERVICES – MJC**DEFINITION**

Under general administrative direction, plans, organizes and directs the activities and effective operations of the MJC admissions and records, enrollment services, registration, financial aid department, evaluations office, Testing Center, and the Welcome Center, including Dual Enrollment, CCAP agreements, Early College High School, new student orientation and general college outreach; ensures Title V compliance of the college's credit and non-credit matriculation plans; also responsible for oversight of the technology related to student enrollment and ed planning (e.g. Starfish and Self Service) and performs other duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the Vice President, Student Services

Provides direct supervision to a wide variety of admissions staff as well as other administrative support staff, as assigned.

EXAMPLES OF DUTIES

- Plan, direct, manage and oversee the daily operations of staff and activities in the Admissions and Records Offices, Financial Aid Department, Evaluations Office, Testing, Welcome Center Dual Enrollment and campus outreach.
- Coordinate the following matriculation components to ensure that the college complies with regard to Title V regulation, admissions, orientation, assessment, advising, research, prerequisites, follow-up, coordination and training.
- Coordinate area plans to promote the goals of the Student Equity and Achievement and Guided Pathways workplans (e.g. decrease number of units to goal, reduce time to completion, increase attempted units, etc.)
- Ensure equitable admissions and registration processes, coordination of matriculation activities, college policies and procedures and interpretation of federal and state law, Title V and Education Code regulations.
- Develop equity-based budgets and monitor accordingly.
- Troubleshoot problems and correct errors in MIS submissions as they relate to basic student and enrollment reports; make changes to processes and procedures as warranted and needed by identified errors.
- Resolve staffing issues; evaluate staff; provide staff development that promotes an equity-based campus and agenda.
- Supervise the college's maintenance and storage of student academic records.
- Collaborate with the website workgroup to ensure accuracy and currency of web pages related to work assignments.
- Provide FERPA training for the college and chair various college committees designed to make changes to improve the registration process and to implement and integrate improved activities that promote success and completion.

- Perform other duties, as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment, though may be performed remotely at times.
- Work may require occasional evening and weekend hours.

MINIMUM QUALIFICATIONS

Knowledge of:

- Guided Pathways principles that promote decreased units to completion, increased success and completion, decreased time to degree or certificate, and equity-based surround supports for students.
- Principles of current issues involving admissions, enrollment, circumstances and barriers faced by students
- Regulations regarding Dual Enrollment, CCAP, and Early College High School
- Regulations regarding Financial Aid
- Matriculation regulations
- State and Federal law and Education and Title V Codes as they relate to college admissions and enrollment
- Federal and state student privacy laws
- Principles and techniques used in the administration of sound budget and fiscal planning.
- Equity-based principles of human resource management and leadership including effective employee evaluation and staff development techniques.

Ability to:

- Work across silos to collaborate with other campus work units to ensure that student-centered principles guide all enrollment services processes
- Communicate effectively with diverse constituencies, within and outside the district.
- Demonstrate strong interpersonal communication skills;
- Exercise sound judgment in the performance of duties.
- Manage diverse groups of staff
- Motivate staff to achieve common goals and objectives; effectively making change, when necessary.
- Continually improve the efficiency of admission office practice and procedures.
- Demonstrate strong decision making and organizational skills
- Demonstrate excellent writing, speaking and verbal skills.

Licenses and Certificates:

Possession of a valid California Motor Vehicle Operator's License.

Physical and Mental Standards:

- **Cultural Competence:** ability to discern when and how cultural mores and traditions may be impacting a situation or interaction, and respond in a Culturally Competent manner.
- **Emotional/Psychological Factors:** ability to de-escalate tense situations; ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.
- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- Education: Masters Degree in Education, business administration or related field.
- Experience: Three years of management experience in community college admissions and/or enrollment services or matriculation, including a minimum of two years of supervisory experience.
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Class Adopted: 03/01/09
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