

ASSISTANT DIRECTOR, ADMISSIONS AND RECORDS

DEFINITION

Under administrative direction, assists in planning, organizing, managing, and providing administrative direction and oversight of major functions and activities of the Admissions and Records Department, including providing management support for the operations of the department including support to enrollment, registration, records, evaluating and awarding degrees and certificates, transcript processing, residency, enrollment verification, and international student admissions and support services and other student services; assists in coordinating assigned activities with other College departments, divisions, outside agencies, and the public; provides highly responsible and complex professional assistance in areas of expertise; the incumbent may act as the department Director in their absence. Supports Admissions and Records operations via a student-centered approach in service of helping students meet their educational goals.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a management classification in the Admissions and Records Department. The incumbent oversees, directs, and participates in major activities and programs of the Admissions and Records Department, including providing support for the operations of the department including support to enrollment, registration, records, evaluating and awarding degrees and certificates, transcript processing, residency, enrollment verification, and international student support services, and is responsible for providing professional-level support in a variety of areas. Assists in planning, development, and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work with that of other College departments and divisions. Responsibilities include performing and directing many of the department's day-to-day administrative functions.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes management responsibility for major admissions and records programs, services, and functions, including international student visa program, admissions, registration, enrollment, student records, attendance, evaluation, and graduation.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
3. Provides management support to the Director in planning, managing, and overseeing the operations and activities of the Admissions and Records Department.

4. Assists in managing and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, materials, and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
5. Assists with the selection, training, motivation, and direction of department assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
6. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Dean; directs the implementation of improvements.
7. Manages the international student visa program, including serving as Primary Designated School Official (PDSO); serves as primary point of contact for the Department of Homeland Security (DHS) concerning compliance issues and system alerts; develops and implements recruitment strategies and marketing materials regarding the international student services program.
8. Enrolls immigrant students and issues Certificates of Eligibility, Forms I-20; prepares, maintains, and monitors student records and documentation for international students in accordance with DHS and College policies, procedures, rules, and regulations; monitors students F-1 visa status, retention, and academic progress; verifies international student enrollment and updates enrollment information in Student Exchange Visitor Information System (SEVIS).
9. Oversees and participates in reviewing and processing Petitions for Exceptional Action, Academic Renewal Petitions, and Residency Reclassification requests in accordance with College policies and procedures and state and federal rules and regulations.
10. Participates in reviewing and processing instructor grade changes, enrollment verifications, and transcript requests.
11. Responds to requests for information and advises students, faculty, staff, visitors, and other College departments of College admissions and records policies and procedures.
12. Serves as a liaison for the department with other College departments, divisions, and outside agencies; attends meetings in various locations; serves on various committees and task forces; participates in community events and workshops that provide information regarding departmental programs, projects, and services.
13. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of admissions, records, and enrollment and other types of student support services as they relate to the area of assignment.
14. Maintains and directs the maintenance of working and official departmental files.
15. Monitors changes in laws, regulations, and technology that may affect College or departmental operations; implements policy and procedural changes as required.
16. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
17. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

18. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
20. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
21. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
22. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
23. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of admissions and records program development, implementation, and management at an institute of higher learning.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Admissions and records rules and procedures of the College.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.

2. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
7. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
8. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
9. Establish and maintain a variety of filing, record-keeping, and tracking systems.
10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
11. Communicate effectively through various modalities.
12. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree from a regionally or nationally accredited college or university; and
2. Three (3) full-time equivalent years of increasingly responsible experience with student admissions, registration, or related functions, including at least one (1) year of supervisory or oversight experience.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

1. Possession of, or ability to obtain, a valid California driver's license by time of appointment.
2. Possession of, or ability to obtain, Student Exchange Visitors Program training certificate for Primary Designated School Official issued by United States Immigration and Custom Enforcement.
3. Must be either citizen or legal permanent resident of the United States and be able to provide appropriate documentation of status.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023, 7/2024