

DIRECTOR, ADMISSIONS AND RECORDS

DEFINITION

Under administrative direction, plans, organizes, and coordinates the activities of Admissions and Records, which includes enrollment, registration, records management, evaluating and awarding degrees and certificates, document imaging, storage, and retrieval; supervises the process for incoming transcript processing and evaluation as well as outgoing transcript issuance, enrollment, verifications, and residency determination; coordinates subpoena and records requests processes and procedures; supports management in the collection and vetting of enrollment data related to the Apportionment Attendance Report (CCFS-320) submissions and annual audit processes; supervises assigned staff and functions 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 functional area that exercises independent judgment on diverse and specialized admissions, records management, application and registration, and other functions. This position has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent organizes and oversees aspects of the day-to-day admissions and records management and processing, including evaluating and awarding degrees and certificates, evaluating transcripts, residency determination, reporting, and record-keeping activities, and is responsible for providing professional-level support to management in a variety of areas. Responsibilities include admissions application processing, registration processing, oversight of both incoming and outgoing transcripts, residency determination, student records, subpoena and warrant requests, document imaging, hiring, and training.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the operations and activities of the Admissions and Records department, develops training programs, and ensures the maintenance and confidentiality of student records in alignment with Family Educational Rights and Privacy Act (FERPA); recommends improvements and modifications and prepares various reports on operations and activities, including workload and workflow statistics; assists students in resolving admissions, records, registration, and evaluation issues.
2. Develops, plans, and coordinates the registration procedures for the College, including the preparation of registration data; directs and participates in all mandated federal and state reporting of student information and related data including federal and state audits; investigates, troubleshoots, and resolves data issues to assure data

integrity.

3. Supports and participates in the development and enhancement of enrollment modules, integrated data management systems, and online applications such as CCC Apply, student portal registration, and student record files; maintains liaison with the Information Technology Department regarding all aspects of admission and records data, work-related reports, and programs and services.
4. Develops and coordinates the admissions, records, and related sections of College publications, including the College catalog, class schedule, student portal, and various other web pages; establish and implement an effective registration appointment calendar and schedule.
5. Fosters a collaborative and student-centered work environment; leads the team in responding to student inquiries and resolving issues related to admissions, registration, and records; and develops communications with students about deadlines, procedures, and requirements.
6. Develops training programs designed to introduce, support, train, and retrain various campus constituents on effective utilization of the various computing systems that support the admissions, registration, and successful enrollment of students; processes in Admissions and Records; and regulations that provide guidance admissions and records processes.
7. Participates in the development and implementation of goals, objectives, policies, and procedures; ensures accuracy and alignment with federal and state laws, education code, and regulatory requirements to maintain, update, and administer policies and procedures; plans, coordinates, and carries out special projects as assigned.
8. Monitors activities of the assigned work unit; determines and recommends staffing needs for assigned activities and projects; prepares cost estimates and staffing requirements with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance, including workload and workflow statistics.
9. Oversees and participates in the reviewing and processing of forms, including instructor grade changes, enrollment verifications, general Petitions for Exceptional Action, and residency reclassification requests in accordance with College policies as well as state and federal regulations.
10. Oversees the maintenance, imaging, and storage of student records; oversees the distribution and collection of attendance and grade rosters, where appropriate.
11. Supervises the verification process of various external organizations, courts, legal processes, and other governmental agencies as required.
12. Investigates complaints and sensitive/confrontational issues and recommends corrective actions to resolve issues.
13. Selects, trains, motivates, and directs the assigned department 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.
14. Assists with the development and preparation of the departmental budget.
15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
16. Oversees, leads, and provides quality customer service when interacting with the

public, vendors, students, and College staff, including individuals from minoritized groups.

17. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, and local policies, and Board Policies and Administrative Procedures.
19. 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.
20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
21. 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. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. General regulations, laws, and policies pertaining to admissions, registration, and student records activities.
4. Electronic data processing and records management systems, including, but not limited to, imaging systems, degree audits, and online forms processing.
5. Budgetary methods and procedures.
6. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
9. 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. Establish and maintain a variety of filing, record-keeping, and tracking systems.
6. 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.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
9. Communicate effectively through various modalities.
10. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Read, analyze, and apply complex written materials.
12. Understand and carry out oral and written instructions.
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 contracted in the course of work.

Education and Experience:

1. Master's degree from a regionally or nationally accredited four-year college or university with major coursework in business, education, public administration, or a closely related field and;
2. Four (4) full-time equivalent years of increasingly responsible experience related to admissions, records, and enrollment management at an institute of higher education, including at least two (2) years of supervisory or oversight experience.

Desirable Qualifications:

1. Ability to speak, read, and write one or more of the following languages (Cantonese, Korean, Mandarin, Spanish, or Vietnamese).
2. 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
3. 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 (ANNAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California driver's license by time of appointment.

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; and the ability to receive, review, and respond to communications in person, before groups, and over 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 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. There are sometimes long periods of standing and sitting.