**Position:** Enrollment Services Lead  
**Position Number:**

**Department/Site:** Student Affairs  
**FLSA:** Non-Exempt – (Classified CSEA)

**Reports to:** Director, dean, or another administrator in assigned area

**Salary Range:** 34

**BASIC FUNCTION:**

Under the direction of the Dean of Student Affairs, the Enrollment Services Lead serves as a policy and reporting expert for Federal, State, and institutional policies and procedures related to admissions, registration, student records, and international students.

**REPRESENTATIVE DUTIES:**

- Keep knowledge of regulations and procedures related to student admissions and records, including matriculation, current through self-study and communication, and communicate changes in those regulations and procedures to Dean of Student Affairs and other Enrollment Services staff.
- Ensure conformance to District policies and procedures and State and federal laws and regulations related to student enrollment, registration collection and accounting of fees, and maintenance of student records; make recommendations to develop and modify work processes in response to legislative mandates and regulatory changes.
- Prepare and submit a variety of State and institutional statistical and narrative reports; compose and/or edit a variety of publications including class schedules, prepare budget reports, annual recap data and special reports, proposals, recommendations, and other materials as requested.
- Provide technical information and assistance to students, staff, administrators and others concerning college admission, registration and the collection and accounting of fees; interpret policies and regulations and determine appropriate courses of action in unusual and complex circumstances.
- Serve as a liaison between Enrollment Services and the Business Office regarding the coordination of services to students.
- Ensure that international students are enrolled according to I.N.S. laws, rules, and regulations; monitor their attendance, progress, and records to ensure legal compliance.
- Maintain external contacts with government agencies and other community colleges for the purpose of coordinating, obtaining, and verifying information; communicate decisions to students as needed.
- Communicate with other student services program personnel, College personnel, representatives of State and federal agencies, high schools and other educational institutions, and others to coordinate programs and activities.
• Design and implement continuous improvement programs in all Admissions and Records processes.
• Maintain program budget and records of expenditures when assigned; provide input and recommendations regarding staffing, equipment, and supply needs.
• Assist in training new staff and student workers; oversee student workers and develop their weekly work schedules.
• Coordinate with Enrollment Specialist and Financial Aid Lead regarding area changes, updates, and activities.
• Serve on and attend assigned committees.
• Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

• Policies, procedures, and regulations related to admissions, including related state and federal immigration laws; registration, the collection and accounting of fees, transcript evaluation, and the maintenance of student academic records.
• Community college courses, curriculum, graduation and transfer requirements.
• Interpersonal skills that encourage collaboration and conflict resolution.
• Budget preparation and administration.
• District organization, operations, policies, and objectives.
• Oral and written communication skills

ABILITY TO:

• Ensure timely, efficient and effective delivery of services to students regarding admission, registration, academic records, graduation, and student fees.
• Interpret and communicate complex rules, regulations, policies and procedures effectively.
• Analyze systems and processes, identify gaps or breakdowns, and identify solutions to address deficiencies.
• Organize and prioritize and to manage a workload both independently and as part of a team.
• Establish and maintain cooperative and effective working relationships with others.
• Make arithmetic calculations quickly and accurately.
• Work independently with little direction.
• Train and provide work direction to others.
• Maintain confidential and complex records and files.
• Operate a computer at a high level of proficiency and quickly learn new programs.
• Work with a diverse student population and communicate with non-English speaking communities.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: an Associate’s degree and five years of increasingly responsible experience in admissions and records or a related function.

**WORKING CONDITIONS:**

**ENVIRONMENT:**
- Office environment.
- Constant interruptions.
- Ability to travel within district; valid driver’s license.
- Ability to work with many students in sometimes stressful circumstances.

**PHYSICAL DEMANDS:**
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time.
- Bending at the waist or kneeling to file and retrieve records.