

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: DIRECTOR OF ADMISSIONS AND RECORDS**

#### **BASIC FUNCTION:**

Under administrative direction, plan, organize, coordinate, and direct the daily operations of the Admissions and Records Office including admissions, registration, residency, student records, microfilm/document imaging, transcript and graduation evaluation, campus telephone system (switchboard), records retention; train, supervise and evaluate the performance of assigned staff; resolve complex or unusual problems and situations related to the admissions and records functions.

#### **REPRESENTATIVE DUTIES:**

Plan, develop, organize, and direct a variety of projects and activities related to the daily operations of the Admissions and Records Office; determine priorities, assign work and provide work direction to assigned staff; develop, and adjust assignments based on seasonal fluctuations.

Develop, plan and implement procedures, programs, and activities to improve and enhance service to students, faculty, staff, and the public.

Resolve complex or unusual situations or problems related to admissions and records functions and processes including but not limited to: the analysis and evaluation of residency status, transcripts from other community colleges, out-of-state educational records; eligibility for degrees and/or certificates; certification of general education requirements; registration activities; student petitions.

Provide technical expertise to, and communicate with, prospective and current students, the public, faculty and counseling staff, registration personnel, and others throughout the District to provide assistance and technical information regarding admissions, student records, graduation, residency and related areas.

Supervise and evaluate the performance of assigned personnel; interview and select employees; recommend transfers, reassignment, termination, and disciplinary action; plan, coordinate and arrange for appropriate training of subordinates.

Meet with students to explain policies and procedures and resolve problems, including making exceptions when appropriate.

Prepare and distribute correspondence, admissions and records forms, request for information and other documents; assure required information and documents are organized and maintained according to established policies and procedures.

Participate in development and implementation of automated systems to facilitate admissions and records functions; provide input regarding District, State and technical requirements related to college admission, transcript evaluation, residency determination, graduation requirements and related areas of expertise.

Maintain current knowledge of SCT Banner system and any other technologies required to meet the needs of Admissions and Records; serve as department liaison to Information Systems department.

Assist in developing and managing the operational budget for the Office; oversee processing of purchase orders; monitor expenditures.

Prepare and maintain statistical and other reports as requested.

Perform audits of records; identify problem areas; research appropriate methods of correction; oversee and facilitate corrective action.

Attend or chair a variety of meetings; participate in committees, task forces and other work groups in support of continuing and new programs and initiatives.

Participate in seminars, workshops and conferences to maintain current knowledge in the field and establish and maintain a network with peers.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE AND ABILITIES: (continued)**

ABILITY TO: (continued)

Effectively oversee and supervise the daily activities of a complex college Admissions and Records program.

Train, provide technical work direction, supervise, and evaluate the performance of assigned staff and student assistants.

Read, interpret, apply and explain provisions of Federal, State and District regulations, policies and procedures to faculty, staff, students, and the public.

Plan, organize and maintain records systems.

Communicate effectively both orally and in writing.

Establish and meet schedules and time lines.

Understand and maintain current knowledge of integrated computer systems; identify, analyze, and resolve computer systems issues.

Operate a personal computer and various supporting software packages.

Maintain records and prepare reports.

Analyze complex data and reach sound, defensible conclusions.

Work confidentially with discretion.

Establish and maintain cooperative and effective working relationships with others.

Analyze situations accurately and adopt an effective course of action.

Collaborate and work as a team member.

**EDUCATION AND EXPERIENCE:** Bachelors degree in a related field and at least three years of progressively responsible experience in an Admissions and Records Office or related student services, instructional, or business area.

**WORKING CONDITIONS:** Duties are primarily performed in a Student Services environment while seated at a desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

**PHYSICAL DEMANDS:** Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 25 pounds.