

ENROLLMENT SERVICES SHIFT LEAD

DEFINITION

Performs a variety of complex clerical duties in Admissions and Records requiring specialized knowledge related to admissions, registration, enrollment eligibility. Involves frequent responsible contacts and the use of independent judgment in the application of related duties.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received by the Director and Dean of Admissions and Records.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Performs a variety of responsible duties related to the organization and coordination of personnel and activities in the Admissions and Records Office during the day and evening shift.

Performs lead duties and provides technical guidance and work direction to assigned day and evening personnel, analyze and resolve questions and issues.

Assures efficient and effective office operations and compliance with a variety of admissions and records regulations and procedural requirements.

Collects, computes, reviews and verifies data as required in the preparation of the attendance reports.

Processes and evaluates applications and forms for admission, registration, and status change.

Determines residency status of student applicants according to established sections of the State Education Code, Title V and Immigration and Naturalization laws applicable to community college admissions requirements.

Provides accurate detailed information regarding the interpretation and application of rules, policies and procedures to students, staff, and public.

Responds via e-mail or telephone to inquiries regarding residency issues, admissions-related problems, and general inquiries.

Assists students with STARS Touchtone Telephone and WebReg online Registration systems, navigation of computerized Kiosk systems, via telephone or e-mail on the navigation of on-line student grades and any other on-line inquiries.

Collects and balances fees for registration, catalogs, transcripts, and related services; credit card processing; preparation of receipts for fee-based services.

Prepares written correspondence to authorized public and private agencies requesting student information.

Disseminates admission information to local feeder high schools and provide on-site admissions.

EXAMPLES OF DUTIES (continued)

Collects, maintains and verifies student statistical data for the preparation of state reports and statistical records.

Resolves registration discrepancies involving STARS Touchtone telephone AND/OR online via WebReg registration systems.

Trains and oversees employees and temporary registration workers during registration periods, which may include double-checking their work for proper entries, correct file maintenance.

Processes on-line rush transcripts.

Registers and processes registration fees for special off-site contract classes.

Assists day and evening instructors with rosters and variety of forms or data sheets.

Selects, trains, evaluates and maintains schedules of student workers.

Orders materials and keeps inventory of needed supplies at the Admissions counter and Information counter.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

Computerized software and mainframe programs; computerized coding, student information systems, and Internet applications.

Applicable sections of State Education Codes and Title V.

Residency status and immigration laws applicable to community college admissions.

Procedures and Board Policy related to the performance of duties in an admissions and records.

Oral and written communication skills.

Fees collection and accounting.

Interpersonal skills using tact, patience and courtesy.

Modern office practices and equipment including automated word processing record management and filing systems.

Telephone skills and etiquette.

Ability to:

Analyze and verify information.

Plan and organize work.

Work confidentially with discretion.

QUALIFICATIONS (continued)

Understand and follow oral and written directions.

Make accurate mathematical calculations.

Use independent judgment to make decisions.

Interpret and communicate rules and laws verbally and in written correspondence.

Deal effectively with a diverse population of students, staff and the public.

Prioritize multiple duties and meet deadlines.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

High School Diploma or equivalent.

Three years of increasingly responsible clerical experience, two years of which must have been in a community college, or university admissions and records office.

PHYSICAL REQUIREMENTS:

Standing for long periods of time at a counter responding to inquiries.