



## **West Valley - Mission**

Community College District

### **Class Specification**

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#### **Manager, Enrollment Services**

Classified Administrative Position (Exempt Status)

Administrative Salary Schedule – Range 11

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#### **Definition**

To plan, organize and direct the activities of either the admissions and records section or the financial aid section, within the enrollment services division; to coordinate section activities with other divisions or departments; and to provide highly responsible technical support to the Dean.

#### **Supervision Received and Exercised**

Receives general direction from Dean.

Exercises direct supervision over assigned technical and administrative support staff.

#### **Examples of Essential Duties**

Duties may include, but are not limited to, the following:

- Recommend and implement section goals and objectives; establish performance standards and methods for either the admissions and records or financial aid unit.
- Plan, develop and oversee the work of staff involved in either admissions and records or financial aid.
- Evaluate operations and activities of assigned unit; implement improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.
- Consult with faculty and administrators to assist in improved delivery of services to students.
- Participate in the selection of staff; coordinate and conduct staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.
- Organize, coordinate and oversee the timely and accurate audit, input and validation of relevant data in various software programs.
- May prepare and maintain the processes for a safe, petty cash, reconciliations, deposits, and signing off for the guard pick-up; may reconcile financial aid program accounts, including check transmittal and board of governor's fee waiver adjustments.
- May manage student loan collection activities; collaborate with relevant district staff to develop and administer a loan default prevention program.
- Lead the troubleshooting of system software problems and implement recommendations for solutions; act as liaison with information systems staff regarding technology issues; supervise the setup, testing, and monitoring of the student systems module supporting admissions, records, and cashing or financial aid.

- Interpret policies and regulations regarding admissions, registration, collection of fees, or the awarding of financial aid funds; determine appropriate courses of action in unusual and complex circumstances.
- Research and prepare technical and administrative reports and studies; prepare agenda items for submission to the Board of Trustees; prepare written correspondence as necessary.
- Closely coordinate operations with other departments and actively work to integrate programs and services across departments; provide and receive integral support from other managers and supervisors.
- Foster and maintain student-centered and equity-driven teams to embrace process improvements.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaint.
- Build and maintain positive working relationships with co-workers, other district employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Perform related duties as assigned.

## **Minimum Qualifications**

### **Knowledge of**

- Principles and practices of college admission and records functions, including registration, collection and accounting of fees, and maintenance of student academic records.
- Principles and practices of the provision of financial aid programs in an institution of higher learning.
- Complex integrated systems as they relate to financial aid programs.
- Pertinent local, state, and federal rules, regulations and laws.
- Modern office procedures, methods and computer equipment.
- Principles and practices of research analysis and management.
- Principles and practices of budget development, implementation and monitoring.
- Principles and practices of supervision, training and performance evaluation.
- Principles and practices of work safety.

### **Ability to**

- Organize, implement and direct operations/activities of either admissions and records or financial aid units.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Interpret and explain pertinent state and federal laws and department policies and procedures.
- Troubleshoot applicable computer systems and software and recommend solutions and improvements to correct system errors.
- Develop and monitor assigned budget.
- Develop and recommend policies and procedures related to assigned operations.
- Supervise, train and evaluate staff.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy and courtesy.
- Establish and maintain effective, cooperative and collaborative working relationships with others.
- Work beyond normal business hours, attend evening meetings and/or perform weekend work, and the ability to travel.

## **Experience and Education**

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

### **Experience**

Five years of increasingly responsible experience in the admissions and records or financial aid function at a college or university, including one year of supervisory responsibility.

### **Education**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, finance or a related field.

### **License and Certificate**

May need to possess an appropriate, valid California driver's license as required by the position.

*EEO Category: Executive/Administrative/Managerial*

*Approved Date: August 29, 2022*