

TITLE: Manager, Enrollment and Student Services Centers, SRJC Petaluma

CLASSIFICATION: Management Team – Classified Supervisor (Partially Categorically Funded)

SALARY RANGE: 18

SCOPE OF POSITION:

Under the direct supervision of the Executive Dean, SRJC Petaluma, with direction from the Vice President of Student Services, and in partnership with the Director of Student Engagement and Support Services, co-lead Petaluma student services by envisioning, planning, organizing and managing day-to-day campus-wide student services operations, activities, departments and programs; coordinate and direct communications, staff, resources, schedules and information to meet the student services needs of the campus and enhance the educational effectiveness of designated departments, programs and services; serve as one of the two primary student services managers for the campus and associated off-campus locations; serve as the campus Deputy Title IX Coordinator; assist with campus conduct; manage the provision of services in Petaluma of financial aid/scholarships, accounting, student employment and GED, testing and assessment, and outreach activities; train, supervise and evaluate the performance of assigned staff.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. In partnership with the Director of Student Engagement and Support Services, co-lead the division of student services at Petaluma; create and implement the student services master plan, providing for the planning, development and implementation of programs, services, strategies, process, systems, projects, schedules, goals and objectives.
2. Assist in the management of other Petaluma student services centers.
3. Serve as deputy Title IX officer and assist with student conduct; provide information to District Police; consult with District's legal counsel on matters of sexual misconduct or student conduct and criminal matters; and maintain compliance files and student conduct records.
4. Organize and direct the day-to-day operations and activities of enrollment services including student admissions, registration, the processing of enrollment forms and applications, maintenance of student records, and related student support functions; establish departmental timelines and priorities; ensure that functions and activities comply with established requirements, laws, codes, regulations, policies and procedures.
5. Coordinate communications and department staff to meet District enrollment and registration needs; ensure smooth and efficient center activities; oversee the development and implementation of enrollment services, plans, goals, projects, systems, calendars and activities.
6. Manage the processing of student enrollment forms, applications and related documents; coordinate and review documents and activities to ensure accuracy and completeness of enrollment paperwork, proper verification of State residency and other student information; direct group enrollment activities for special programs.
7. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work for compliance with established standards, requirements and procedures; develop, implement and conduct staff training sessions.

KEY DUTIES AND RESPONSIBILITIES – Continued

8. Organize and direct the maintenance and retention of student records including enrollment, attendance, admissions, and application information in accordance with established standards and requirements utilizing an assigned document management system; ensure proper transferring and purging of student files; coordinate transcript distribution functions to meet student needs.
9. Direct and participate in the preparation and maintenance of records and reports related to students, academics, attendance, staff, forms, schedules, catalogs, enrollment, registration and assigned activities; manage the processing of instructor forms and records.
10. Provide technical expertise to faculty, staff and students and the public concerning student enrollment, admissions and record-keeping functions; respond to inquiries, resolve issues and provide detailed and technical information concerning related forms, applications, laws, codes, standards, requirements, regulations, policies and procedures.
11. Manage the provision of services in Petaluma for financial aid/scholarships, accounting, student employment and GED, testing and assessment, Dream Center and outreach activities.
12. Develop and prepare the enrollment service center budget; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations; evaluate and optimize procedures for financial effectiveness and operational efficiency; maintain internal control of cash handling procedures to minimize exposure to errors or misappropriations.
13. Provide technical expertise and assistance to the Executive Dean regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
14. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information; communicate with outside organizations to discuss matters related to area of responsibility.
15. Ensure the proper implementation of enrollment services technology systems at the Petaluma campus.

KNOWLEDGE OF:

1. Planning, organization, and direction of student services operations, activities, departments and programs.
2. Current educational technologies, particularly related to student services.
3. Techniques, theories, and strategies related to student development and assigned student services programs and departments.
4. Student conduct and Title IX regulations and applicable sections of the California Education Code.
5. Hiring and evaluation procedures.
6. Local, state and federal employment codes, laws and regulations, and District policies and procedures.
7. Preparation of proposals, contracts and subcontracts.
8. Interpreting and enforcing classified bargaining contracts.
9. Learning outcomes and program evaluation.
10. Educational trends, accreditation standards, and statewide initiatives.
11. Budget preparation and control.
12. Oral and written communication skills.
13. Principles and practices of administration, supervision and training.

ABILITY TO:

1. Demonstrate sensitivity to, and respect for, a diverse population.
2. Provide effective leadership for campus student services.
3. Create systems that produce social and educational equity for students.
4. Collaborate effectively with a wide diversity of students, faculty, staff and community members.
5. Envision, plan, organize, manage and direct student services operations, activities, departments and programs.
6. Interpret, apply and explain rules, regulations, policies and procedures
7. Establish and maintain cooperative and effective working relationships with others.
8. Direct the maintenance of a variety of reports, records and files related to assigned activities.
9. Effectively train, supervise and evaluate the performance of assigned staff.
10. Create systems that produce social and educational equity for students.
11. Work independently with little direction.
12. Communicate effectively both orally and in writing.
13. Analyze situations accurately and adopt an effective course of action.
14. Meet schedules and timelines.
15. Prepare comprehensive narrative and statistical reports.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Bachelor's degree in a related field.

Experience:

Increasingly responsible leadership experience in admissions and records and other student support functions.