

**DIRECTOR, ADMISSIONS & RECORDS/REGISTRAR**

| **Reports to:**  | Dean, Admissions & Student Support |  |  |
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| **Dept:** | Admissions & Student Support | **Range:** | CM-15 |
| **FLSA:** | Exempt | **EEO:** | Executive/Administrative/Managerial  |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general direction, plan, organize, integrate and direct the work of the Admissions & Records department; provide expert professional assistance and guidance to district manage­ment on admissions and records; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Plan, organize, direct, control, integrate and evaluate the work of the Admissions & Records department; with managers and supervisors, develop, implement and monitor work plans to achieve goals and objectives; contribute to the development of and monitor performance against the annual department budget; manage and direct development, implementation and evaluation of plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
2. Direct and manage the performance of Admissions & Records staff; direct and oversee the selection of managers and other technical and professional staff; establish performance requirements and personal development targets for direct reports; regularly monitor perform­ance and provide coaching for performance improvement and development, in accordance with district human resources policies and labor contract agreements.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving the department’s and district’s mission, objectives and values.
4. Through subordinate managers and supervisors, plan, develop, coordinate and supervise the registration and enrollment of students into classes; ensure that these and related/ required prerequisite verification processes are accurate, timely, smooth and efficient.
5. Provide technical direction to staff and information to students pertaining to Admissions and Records guidelines, policies and reporting regulations; provide consulta­tions, technical expertise and recommendations to administrators, other college depart­ments and divisions regarding district compliance with laws, reporting regulations and academic policies, and the impacts of current and proposed policies and procedures. Interact with outside parties including law enforcement agencies, employers and state entities regarding access to student records including but not limited to complying with legally issued subpoenas and Solomon Amendment Requests.
6. Manage a complex, integrated college admissions and records system, including records documenting the admission and registration of students, maintenance, preparation and security of student records, attendance and graduation functions, and the proper retention and destruction of student records as required by federal and state regulations.
7. Prepare memoranda, reports and analyses related to students, enrollment, attendance, gradua­tion and transfers; conduct regular program review; ensure compliance with matricu­lation regulations in collaboration with other Directors and managers in Student Services; develop student learning outcome processes; direct the preparation and submission of state and federal reports, graduation lists and documentation of student records; conduct studies and special projects as directed; direct attendance accounting procedures and reporting functions. Direct the preparation and maintenance of student forms and the preparation of documentation for internal/external audits and consult with auditors as needed.
8. Direct the evaluation of student graduation and transfer documents, preparation of diplomas, compilation of honors and probation lists, tracking of evaluation materials, training docu­ments and degree audit functions; ensure timely and appropriate notification to students regarding graduation status, President’s Lists and probationary status; review and advise specialized admissions procedures of other programs, including international and Tech Prep students and noncredit programs.
9. Develop and prepare registration timelines annually for schedules, catalogs, brochures and forms. Review and revise board policies and procedures for approval as needed. Provide guidance and information to governance groups as needed.

### OTHER DUTIES:

1. Adjudicate student appeals regarding residency, privacy act, district policies and procedures and other matters; refer issues, as necessary, to the Committee on Exceptions or appro­priate administrator; provide guidance on college policies and state laws to the Committee on Exceptions.
2. Ensure faculty and other staff are instructed on procedures for record­ing and reporting attendance and grades; provide information and guidance to staff regarding interpretation and enforcement of guidelines, policies and legal requirements; direct the distribution and collection of census rosters; assist instructors with enrollment issues.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Applicable federal, state and local laws, rules and regulations, including California State Education Code and Administrative Code provisions related to community college admis­sions, registration, attendance accounting and recordkeeping.
2. Community college curriculum, organization, operations, policies and objectives.
3. Research methods and analysis techniques.
4. Principles and practices of effective management, training and supervision.
5. Basic principles and practices of organization and culture change.
6. Computer processing applications as they apply to admissions and student records.
7. District organization, operations, policies and objectives.
8. Modern office practices, procedures and equipment.
9. Principles and practices of sound business communication.
10. Oral and written communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.
11. Business math.
12. Statistics and report writing.
13. Interpersonal skills using tact, patience and courtesy.
14. District human resources policies and labor contract provisions.
15. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Plan, organize, manage, assign, delegate, review and evaluate the work of staff engaged in admissions and records work processes.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Analyze and make sound recommendations on complex admissions and records issues.
4. Work collaboratively with other directors and managers and provide expert advice and counsel to develop solutions to complex issues.
5. Organize, set priorities and exercise expert, independent judgment within areas of responsi­bility.
6. Develop and implement appropriate procedures and controls.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Communicate effectively, both orally and in writing.
9. Understand, interpret, explain and apply applicable laws, codes and ordinances.
10. Represent the district effectively in dealings with external stakeholders.
11. Present proposals and recommendations clearly, logically and persuasively.
12. Operate a computer and standard business software.
13. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
14. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
15. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited, four-year college or university and five years of increasingly responsible experience in a college Admissions and Records office involving two or more functional areas of Admissions and Records.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Admissions & Records staff; temporary/student workers; contractors/consultants.

**CONTACTS:**

Governing board members; district administrators, faculty, staff, students, other college and community organizations, foundation/community supporters; vendors, contractors, media and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and interruption; inter­mittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occa­sional local travel may be requested.