

# JOB DESCRIPTION



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**Position Title:** Assistant Director of Admissions and Records

**Department:** Admissions and Records

**Employment Category:** Exempt Staff

**Primary Location:** District-wide  
Based on the Sierra Vista Campus

**FLSA Classification:** Exempt  
**Remote Work Eligible:** No

**Parameters:** Full-time; 12 months/year

**Pay Grade:** EX11

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**Position Summary:** The Assistant Director of Admissions and Records is responsible for the oversight and management of student admission, registration and transcript services, including supervision of staff and for providing oversight to the admissions, registration and transcript delivery and credentialing process, and maintenance of the computerized student database, including data entry, data table maintenance, and student module training.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

In collaboration with the director of admissions and records, provides oversight of student information system, data entry and validation, student module training, document imaging and document flow management, identification card system, transcripts, and associated reports; troubleshoots student information system and related systems to ensure efficient and effective use of resources

Supervises the full-time and part-time records and registration staff, including hiring, work assignments, performance management and evaluations, and documenting performance as required; makes recommendations regarding department organization and process workflows; promotes teamwork, collaboration, and resource sharing throughout the department and with other departments; provides support on routine office tasks; addresses student, faculty and staff inquires; maintains and updates all training materials for the department

Maintains student records and systems with discretion and accuracy in accordance with internal policies and external regulations; enforces college policies, state, county and federal regulations in all related activities

Analyzes workflow processes, proposes solutions and resolves problems/issues; prepares reports, analyzes data, provides recommendations for improved workflow and assures appropriate use of the student services management system

Oversees the maintenance of the department's online presence, including web pages and forms; and assists with compiling handbooks, catalog, and registration materials

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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## **Education and Experience Requirements:**

Bachelor's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Three years of related experience, including serving in a supervisor role, preferably in a higher education setting  
*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures

Working knowledge of college registration and records maintenance procedures

Knowledge of computerized on-line registration systems

Knowledge of student services integrated data bases, preferably Ellucian Banner, and data processing techniques

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of governmental and special funding guidelines and regulations applicable to college admissions and registrations functions

Knowledge of customer service standards and procedures

Working knowledge of automated processing

Skill in organizing and managing college record keeping function

Skill in supervisory practices and techniques

Skill in preparing, maintaining, and interpreting statistical data

Skill in formulating clear and accurate letters, reports and other documents

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to analyze and interpret data

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

**Work Environment:** Work is primarily performed under limited supervision in a typical office setting with appropriate climate controls.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports to:** Director of Admissions and Records

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.