

**DIRECTOR OF ADMISSIONS AND RECORDS**  
Classified Management Position  
(Range 51)

**DEFINITION**

Under general direction of the Vice President of Student Services plan, direct, and supervise Cuesta College Admissions and Records operations including special programs, registration, evaluation of student eligibility toward certificates, degrees, transfers, athletic eligibility, international students, compilation and maintenance of enrollment and grade records, veterans educational benefit program, data reporting, and to perform other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The incumbent in this position is distinguished by the requirement to direct and provide leadership within the Admissions and Records Department including assessment of needs and development of long-range plans for Department. The Director shall implement the philosophy and policies of the District and ensure that the Department strives to achieve the College mission, vision, and goals.

Incumbents in this position support student learning outcomes by ensuring that students have access to Admissions and Records services and knowledge of information that will assist them in fulfilling their degree and certificate requirements for graduation and acquire transfer ready status; in addition the incumbent will support Student Services by continually working with the Vice President of Student Services, Student Services Managers and Student Services Support Staff to maintain the currency of department policies, procedures, Title 5 regulations and Education Code that supports more accurate and efficient services to students during the Admissions and Records process.

**ESSENTIAL FUNCTIONS**

- Recommend for hire, train, supervise and organize and evaluate the work of assigned staff;
- Maintain an on-going staff development program; establish performance requirements and personal development targets; regularly monitor performance and provide coaching for performance improvement and development; subject to management concurrence, take disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's classified human resources policies and labor contract provisions;
- Provide day-to-day leadership and work with staff to develop, implement and monitor work plans to achieve assigned goals and objectives, ensure a high performance, customer service oriented work environment, which supports achieving District objectives and service expectations; participate in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve Department and District goals, objectives and performance measures consistent with the District's quality and service expectations;
- Provide leadership and participate in programs and activities that promote a positive employee relations environment;
- Participate in the development and coordination of the student services sections of the college catalog, schedule of classes and in maintaining the Admissions & Records website; supervise related enrollment functions; oversee the preparation of instructor packets, drop rosters, rosters and grades as directed;
- Implement Admissions and Records functions to provide for student access, efficient delivery and retention of information, and incorporate accountability measures;
- Perform the more complex and responsible admissions and records functions; process the more complex registrations and applications; evaluate for eligibility and process AB540's and unit overload petitions; interview high school students to determine admittance; assess correspondence from students with below minimum required GPA to determine eligibility; evaluate transcripts to determine use of academic work and prerequisites from other educational institutions; oversee, verify and process enrollment verifications; determine course repeats for

students; process cross-enrollments; oversee graduation and certificate qualification processes; review and determine residency for tuition purposes and eligibility for attendance; oversee probationary, suspension, dismissal and re-admittance processes;

- Establish program goals, student learning outcomes, objectives, and measurement (as reported in the annual unit plan); identify students on academic/progress probation and dismissal and coordinate enrollment eligibility and student communication with counseling office, records staff, and registration;
- Review student appeals and special circumstance documentation relating to course adds, drops, withdrawals, and suspended driver's licenses;
- Research and implement new technologies for Admissions and Records delivery;
- Implement, oversee and troubleshoot a campus degree audit program through software analysis, process mapping, testing, training and documentation;
- Report, or oversee the reporting of all Admissions and Records data in compliance with state guidelines;
- Oversee all testing of the student database and all associated programs within the Admissions and Records Department; act as a liaison between Admissions and Records, MIS and the Computer Support Coordinator;
- Establish and maintain policies and procedures for the Admissions and Records programs;
- Coordinate activities and services with Student Services, the Business Office, Computer Services, and the college community;
- Develop, or oversee the development of, materials related to Admissions and Records policies, including the college catalog, class schedule, board policies and administrative procedures;
- Assist in the development and preparation of the annual preliminary budget for Admissions & Records; monitor the performance of budget throughout the year; control and authorize expenditures in accordance with established limitations;
- Provide leadership for admissions outreach activities in coordination with local entities, including community agencies and high schools;
- Chair commencement planning committee;
- Provide leadership in college-wide governance including membership on the Student Service's Council, enrollment management, calendar and W.E.B committees and serve on other appropriate committees and task forces as assigned;
- Represent the college in regional and statewide professional organizations and activities;
- Communicate with administrators, personnel and outside organizations to exchange information, coordinate activities and programs and resolve issues or concerns;
- Ensure training and updating of BANNER modules;
- Perform other related duties as required.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

### **DESIRABLE QUALIFICATIONS**

#### **Education:**

Required:

- Graduation from a four-year college or university with a major in public administration, education or a related field.

#### **Experience:**

- At least three years of progressively responsible experience managing and supervising admissions and records operations at a college or university, at least one of which was in a lead capacity; or an equivalent combination of training and experience.

#### **Knowledge of:**

- Federal, state and local laws, policies, codes, rules, regulations and court decisions applicable to admission and records functions for a community college;

- District curricula and instructional programs;
- Research methods and data analysis techniques;
- Principles and practices of sound business communication;
- Procedures and codes used to access and enter student data in the BANNER system;
- Standard business software, including word processing and spreadsheet programs;
- Principles and practices of effective supervision;
- District classified human resources policies and procedures and labor contract provisions;
- Technical practices, procedures and techniques involved in the processing of enrollment forms and applications and related student registration activities;
- Basic budgeting preparation and control;
- Admissions and Records information management systems including personal computer, mainframe, network (LAN/WAN), and Internet utilization capabilities.

**Ability to:**

- Plan, organize and supervise the work of the admissions and records staff;
- Establish work standards and goals and evaluate results;
- Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility;
- Interpret, apply, explain and reach sound decisions in accordance with District and department policies, procedures, labor contract provisions and applicable laws and regulations;
- Prepare clear, concise and accurate reports, correspondence and other written materials;
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations;
- Operate a computer using word processing and other business software and other standard office equipment;
- Organize and maintain specialized files;
- Maintain confidentiality of District files and records;
- Communicate effectively orally and in writing;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Establish and maintain cooperative working relationships with faculty, staff, students, and others contacted in the performance of duties;
- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Work at a desk, conference table, or in meetings of various configurations.

Board of Trustees approval: 4/1/98; 07/06/11;