

Job Description

Position Title: Director of Enrollment and Student Services Systems

Job Group: Student Services

Job Level Group: Director

FLSA Status: Exempt

Position Summary:

The Director, Enrollment and Student Services serves as the program lead for the enrollment and student services functions. Directs enrollment and advisory activities. Supports campus service operations and assists the daily operations of student services systems and metrics functions.

Essential 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. Directs student support services including enrollment, advisory, and student-related activities.
2. Supervises staff to support College strategic plans. Prioritizes and assigns work, ensures staff training, conducts performance evaluations, and makes hiring, termination, disciplinary recommendations.
3. Leads Student Affairs Supervisors using a continuous improvement process to successfully execute the College's enrollment advisory strategies.
4. Develops and implements internal and external student services and enrollment initiatives using third party services or vendors as needed.
5. Ensures all internal college partner enrollment and service objectives are integrated into Student Affairs Enrollment Management plans, data metrics, and assessment measures.
6. Participates on College committees, work groups, and other various initiatives related to student services and enrollment.
7. Interprets and translates technical aspects within the college's Standard Information System (SIS) and other third-party platforms.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge and application of various instructional methodologies.

3. Skill in people leadership and supervision.
4. Skill in effective communication (both written and oral).
5. Skill in independent decision making.
6. Skill in positive productive, and flexible customer service.
7. Skill in budget/resource management.
8. Ability to develop and maintain effective and positive working relationships.
9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
10. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in Higher Education or a closely related field of study required.
- Five (5) to eight (8) years of related experience with student services and systems and metrics preferred.
- Eight plus (8+) years of related experience preferred
- Three (3+) years of supervisory experience required
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Works some evenings and weekends
- Pre-employment Background Check Required