



COMPTON COMMUNITY COLLEGE DISTRICT

DEAN OF ENROLLMENT SERVICES

FLSA: Exempt

POSITION DESCRIPTION

Under direction of the Vice President of Student Services, exercise overall leadership of the Enrollment Services Department providing supervision over assigned positions and oversight of areas assigned, including Admissions and Records, Financial Aid, Educational Partnerships (Outreach, Promise Program, Dual Enrollment) Call Center, Welcome Center, other assigned units.

ESSENTIAL DUTIES/FUNCTIONS

- Lead, direct, and manage the planning, development, organization, scheduling, direction, performance, and evaluation of the Enrollment Services Department. Articulate a clear vision of assigned areas, including services, applications, and benefits provided.
- Assure the provision of a student-centered, customer-service oriented environment for the delivery of all Enrollment Services functions and promote such an environment across the College.
- Provide leadership in the evaluation and improvement of processes within Enrollment Services to assure that all services provided to students are prompt, efficient and lead to a seamless enrollment experience for the student.
- Ensure that all Enrollment Services programs, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, racial, and ethnic backgrounds of community college students, faculty, and staff.
- Serve as a key advisor to the Vice President of Student Services on strategic matters related to Enrollment Services and other administrative concerns. Provide administrative guidance and support to the Vice President in developing and implementing strategic plans, goals, objectives, policies, and priorities.
- Advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making. Lead, organize and attend a variety of administrative and staff meetings related to strategic planning, budget, advisory committees, and other assigned activities; participate in consultation, shared governance, and appropriate advisory committee meetings. Chair committees as proscribed or assigned.
- Provide timely operational, technical, and financial information to the Vice President of Student Services and other College administrators, as directed. Interpret routine policies and regulations and recommend appropriate courses of action in unusual and complex circumstances. Demonstrate effective stewardship through continuous monitoring and

reporting of resource needs, deployment, and utilization.

- Provide leadership in the use of technology for Enrollment Services to assure the effectiveness and efficiency of operations. Work with Information Technology personnel on a continual basis to enhance and improve relevant computer systems. Learn and apply emerging technologies to perform duties and provide services in an efficient, organized, and timely manner. Work to modernize infrastructure and technological resources to facilitate a positive learning and working environment and promote student success.
- Train, supervise, motivate, and evaluate the performance of personnel as assigned; recommend transfers, reassignment, termination, and disciplinary actions as needed; delegate and review assignments and projects; evaluate work products and results, develop appropriate procedures to accommodate need for information and assistance; establish and monitor timelines and prioritize work. Monitor employee performance in all assigned areas on a regular basis and provide coaching for performance improvement and/or development as needed. Anticipate, prevent, and resolve conflicts under areas of supervision.
- Demonstrate full accountability for effective and efficient utilization of resources. Control and authorize expenditures in accordance with established guidelines. Measure and assess outcomes. Identify opportunities for improvement and implement actions to strengthen services to students and the campus community.
- Be responsible for accurate and timely State and federal reports. Monitor changes in laws that may affect College or departmental operations; implement policy and procedural changes as required.
- Participate in outreach activities and maintain effective communication with feeder school districts, community-based organizations, and public agencies; develop and participate in college- community partnerships and make public presentations on behalf of the College.
- Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Specific needs and interests of community college students from diverse backgrounds.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
- California Education Code, Title 5, Chancellor's Office administrative procedures, Federal laws and regulations and other legal parameters that affect the policies and practices of the Enrollment Services Department.
- Effective organizational and management practices pertaining to the analysis and evaluation of programs, services, policies, procedures, department performance metrics, and operational needs.

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- Effective fiscal management strategies, including comprehensive understanding of budget concepts, principles, and practices, and effective budget administration and control.
- Effective marketing, promotion, and public relations techniques.
- Performance indicators for areas managed, goals and measurable objectives and how to implement them.
- Comprehensive understanding of the principles and practices of effective supervision, training, motivation, and performance evaluation.
- Computer systems and software applications related to areas of assignment, including capabilities and limitations.

Ability to:

- Represent the College in a manner that reflects a positive image of student services provided.
- Establish and maintain cooperative and effective working relationships with others to build consensus and gain cooperation through discussion and persuasion to achieve common goals.
- Provide effective customer service and end-user satisfaction for students.
- Work independently with limited administrative oversight and direction.
- Demonstrate flexibility and creativity in accomplishing work and resolving problems.
- Effectively manage the stress of working under tight timelines to meet organizational schedules.
- Travel to meetings and events on and off campus as required.
- Effectively explain rules, regulations, policies, and procedures in a variety of situations for areas assigned.
- Encourage professional excellence among employees and promote an organizational culture of student service, teamwork, and innovation.
- Effectively train, direct, supervise, motivate, and evaluate the performance of assigned staff.

REQUIRED QUALIFICATIONS

- Master's degree from an accredited college or university in a student focused discipline or equivalent such as education, administration, or a related field.
- One year of formal training, internship, or leadership experience reasonably related to the administrative assignment.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, racial, and ethnic backgrounds of community college students, faculty, and staff.

DESIRABLE QUALIFICATIONS

- Experience managing complex projects/programs and/or sponsored funding (including

budgets and reporting) in a higher education setting.

- Effective principles, practices and techniques involved in development, implementation, and evaluation of student services programs, plans, goals, and objectives related to enrollment management.

LICENSES AND OTHER REQUIREMENTS

- Valid California driver's license.

WORKING CONDITIONS

Work Environment

Duties are performed primarily in an office environment while sitting at a desk or computer workstation. Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. Frequently involves working non-standard, evening, and weekend hours.

Physical Demands

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 25 pounds.