

POSITION DESCRIPTION DEAN OF ENROLLMENT SERVICES

DEPARTMENT: ENROLLMENT MANAGEMENT

CLASSIFICATION: FULL-TIME

SHIFT: Monday-Friday, 8:30am-4:30pm, Additional hours as requested and/or needed

FUNCTION: Under general direction of the Vice President of Enrollment Management, plans, directs, manages, supervises, oversees, and coordinates the Enrollment Services functions with an emphasis on services related to Recruitment, Admissions, Financial Aid, and Retention services. The Dean ensures the integrity of all policies, procedures, and programs and works to support the college. The Dean coordinates assigned activities with other district departments, divisions, and outside agencies and provides highly responsible and complex administrative support to the Vice President of Enrollment Management. The Dean works collaboratively with Registrar, Academic Affairs, Student Accounts and Student Success.

REPORTS TO: Vice President of Enrollment Management

MAJOR DUTIES/RESPONSIBILITIES (may include but are not limited to):

- Oversee the Enrollment Services function; direct and supervise services related to Recruitment, Admissions, Financial Aid, and Retention Services.
- Develop and monitor departmental budgets for assigned programs, including the scholarship budget.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; identify opportunities for improvement and review with the Vice President of Enrollment Management; implement improvements.
- Plan, organize, and schedule registration and awarding cycles in conjunction with Instruction, Student Success, and Information Technology.
- Provide responsible staff assistance to the Vice President of Enrollment Management; research and assemble information; prepare and present staff reports and other necessary correspondence.
- Update and maintain all forms and materials and public information related to assigned areas in both Web and paper format.
- Organize and supervise the processing of all student admission information.
- Select, develop, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; initiate and implement discipline and termination procedures.
- Manage and participate in the development and implementation of college goals, objectives, policies, and priorities for assigned programs.
- Oversee strategic planning and educational master planning efforts related to assigned programs.
- Provide leadership to the program review process.
- Serve as a member of various College and District committees and task forces; maintain liaison with other colleges, school district, public, and private agencies to assure coordination of activities.
- Serve as a liaison with other college departments, divisions, and outside agencies; have an understanding and an ability to resolve significant and controversial issues as appropriate.
- Recommend appropriate service and staffing levels.
- Coordinate services to students and college personnel and motivate staff to provide high levels of customer service.
- Make initial decisions on Admissions and Records student petitions and special requests.
- Respond to and resolve student inquiries and complaints.
- Implement new technologies to improve and automate enrollment functions; advocate for the use of technology to make records accessible and available to students, staff, and faculty.
- Assist in the collection, compilation, and reporting on scheduling data for budgeting, enrollment management, apportionment, program review, and planning.
- Perform other related work as required.

QUALIFICATION/EXPERIENCE:

Knowledge of: Operational and technical knowledge of services, as well as state and federal regulations supporting a comprehensive recruitment, admissions and financial aid programs; principles of customer service and public relations; policies regarding student recruitment, admissions; pertinent federal, state, and local laws, codes, the Family Educational Rights and Privacy Act (FERPA); organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs; modern and complex principles and practices of enrollment management, program development, and administration; principles and procedures of record keeping and statistical reporting; outstanding English composition and language usage; formatting and proofreading techniques; excellent technological proficiency (knowledge of Campus Café and Salesforce preferred)

EDUCATION AND EXPERIENCE: Education: Master's degree or equivalent from an accredited college or university with major course work in education, administration, or related field. Experience: three years of increasingly responsible experience in recruitment, admissions and financial aid in an institution of higher education.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are: Environment: Office environment, subject to interruptions; off-campus travel required. May require evenings and weekend work. Physical Abilities: Dexterity of hands and fingers to operate a computer terminal; hearing and speaking to exchange information and make professional presentations; sitting for extended periods of time.

Additional Information:

Employment at Clinton College is contingent upon a background check that is satisfactory to the College. Failure to provide a written authorization for a background check will nullify the offer of employment.

Application Instructions:

Applications should include a resume and cover letter must be sent, preferably in PDF format, to humanresources@clintoncollege.edu. The email's subject line should read "Dean of Enrollment Services". The process will continue until the position is filled.