



JOB TITLE: ENROLLMENT SERVICES SUPERVISOR

Classification: Supervisor
Salary Range: 16

Retirement Type: PERS*
Board Approved: July 15, 2019

BASIC FUNCTION:

Under the general direction of the assigned Dean, the Enrollment Services Supervisor oversees daily operations, scheduled learning, testing, and assessment activities, and other support services that take place within the Enrollment Services Center. The Enrollment Services Supervisor works with management to develop and maintain standards and protocols for the Center and supervises staff who help ensure equitable access to the facility, quality service, orderly room conditions, and overall user satisfaction.

REPRESENTATIVE DUTIES:

Plans, organizes, and coordinates programs, workshops, orientations, examinations, and other forms of screening, testing, and proctoring services. Works with various campus personnel to provide optimal room conditions that allow for seamless and/or error-free administration of student services and programs. Ensures accurate, timely, and efficient programming and scheduling of activities held within the Center.

Supervises and guides staff responsible for the daily operations of the Center. Recruits, hires, and trains staff and other workers. Schedules and assigns work. Assesses performance and provides feedback, counseling, or discipline as needed. Approves professional training and development opportunities for staff in consultation with supervisor.

Sets goals, objectives, and priorities for the Center and staff in consultation with supervisor. Documents and maintains operational policies and procedures to promote consistent standards. Implements operating policies and procedures and ensures staff are informed of changes and updates.

Measures effectiveness and quality of operations in support of program review and process improvement initiatives. Produces a variety of narrative and statistical reports related to assigned activities for supervisory review.

Manages a budget. Participates in budget planning by providing historical data and projections to supervisor. Prioritizes expenses within existing funds and contains costs to ensure a balanced budget. Produces reports for use in planning and assessing operations.

Works in partnership with administrators, staff, instructional faculty, and counselors to enhance the efficiency and quality of services offered at the Center. Coordinates activities to promote awareness of the Center's programs and services. Works in conjunction with other College offices to facilitate communications and critical information exchange. Ensures that programming and operations complement College-wide efforts.

Serves as a key resource to the campus community regarding testing, assessment, and placement. Stays informed of regulations and developments in the testing and assessment field and other related assigned activities. Reads pertinent literature, attends conferences, and participates in professional associations as deemed appropriate by supervisor. Establishes and maintains an active network of professional contacts both internal and external to the College.

Coordinates the uploading of students' placement between agencies (high school districts, state data authorities, testing agencies) and the College. Keeps accurate records for auditing purposes of past assessment practices, management information system submissions, and metrics reporting. Prepares a variety of placement reports upon request.

Organizes and prepares materials for assessment of large groups both on- and off-campus. Travel to off-campus testing sites to administer and interpret results. Maintain a secure testing environment in accordance with College policies and procedures.

Attends and participates in campus meetings, workshops, committees, and trainings as assigned or as needed.

Serves as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintains up-to-date certification for CSA status.

Performs other related duties as assigned or as needed.

JOB QUALIFICATIONS:

Bachelor's degree and three (3) years of increasingly responsible experience in student services or related field or;

Associate's degree and seven (7) years of increasingly responsible experience in student services or related field.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Supervisory and/or training experience.

Knowledge of applicable regulations, policies, and procedures.

Knowledge of testing instruments and procedures.

Knowledge of assessment and placement procedures

Knowledge of record-keeping techniques.

Knowledge of the use of certain tests to determine placement for specific classes.

Abilities/Skills:

Ability to be flexible with schedule (evenings/weekends) to accommodate operational needs.

Ability to communicate oral and written instructions clearly.

Ability to interpret policies and procedures.

Ability to organize and control the administration of testing processes.

Ability to keep information and materials secure and confidential.

Ability to work well with students and other personnel of diverse backgrounds.

Ability to meet schedules and deadlines.

Ability to maintain records and prepare complex statistical reports.

Skilled at exercising sound judgments and decisions.

Skilled at establishing and maintaining effective working relationships with others.

Skilled at working with computers and applicable software.

Licenses or Other Requirements:

Valid California driver's license

WORKING CONDITIONS:

Office setting.

Some travel may be required.

Some evening and weekend hours may be required.

Hand and finger dexterity to operate various office equipment.

Extensive computer work.

Long periods of standing and sitting.

Move from one work area to another as needed.

Extensive interaction with students and the general public.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.