

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE: SUPERVISOR, ADMISSIONS AND RECORDS**

### **DEFINITION**

Under general direction, plans, supervises, and participates in the daily operations and activities of the Admissions and Records Department, including outreach and evaluations; serves as a resource to other District units for effective utilization of the student information system; oversees the development of admissions databases and reports; provides support to student services staff, including the centers and faculty; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Director, Admissions and Records. Provides direct and general supervision to assigned staff.

### **CLASS CHARACTERISTICS**

This is a full supervisory-level class in Admissions and Records that exercises independent judgment related to Admissions and Records functions and has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent organizes and oversees day-to-day admissions and records processing, reporting, and record keeping activities and is responsible for providing professional-level support to the Director, Admissions and Records in a variety of areas. Responsibilities include oversight of the transcripts, residency status, student records, and registration processing functions.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

1. Plans, organizes, assigns, supervises, and reviews the work of staff in the Admissions and Records Department; assists in selection and promotion; trains staff in work procedures; provides policy guidance and interpretation to staff; determines staffing needs and recommends staffing levels for assigned activities and projects; sets performance standards and evaluates employees' performance; coaches employees toward improved performance as needed; recommends and implements disciplinary procedures.
2. Oversees Admissions and Records activities, including processing of student applications, maintaining records, document imaging, verifying residency, and other functions related to the admissions process; supervises the verification and review of forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
3. Monitors activities of the assigned work unit; recommends improvements and modifications in areas such as admissions systems, residency verification, and records operations; collaborates with Information Technology staff to develop and streamline student information system processes and procedures in support of registration, grading, and other activities; prepares various reports on operations and activities, including workload and workflow statistics.
4. Recommends and implements goals, objectives, policies and procedures, and changes to applicable District codes.
5. Oversees effective use of the student information system by Admissions and Records staff and serves as a resource to other District users of the system; maintains the student record system, which

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includes the student information system, imaging, microfiche, storage and retrieval of active and inactive records, and placement and removal of administrative holds on student records.

6. Provides direction, information, technical assistance, and training to staff at the District's Higher Education Centers and extension sites to ensure compliance with all state and District regulations and policies as they relate to the admission, enrollment, and records of students;
7. Provides information and technical assistance to faculty, staff, students, and others requiring judgement, knowledge, and interpretation of policies, procedures, and regulations related to assigned activities
8. Plans, coordinates, and carries out special projects as assigned.
9. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
10. Performs related duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Student admissions and records rules, processes, and procedures of a college.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Principles and practices of record keeping.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with students, staff, faculty, vendors, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards for assigned program areas.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Respond to and effectively prioritize multiple priorities and requests for service.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.

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- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to bachelor's degree from an accredited four-year college or university with major coursework in business, education, public administration, or a closely related field **AND** four (4) years of increasingly responsible experience related to admissions, records, and enrollment management at an institute of higher education, including some lead or supervisory experience.

**LICENSES AND CERTIFICATIONS:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbent must occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbent must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff, faculty, students, and/or members of the public in interpreting and enforcing departmental and District policies and procedures.

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*Johnson & Associates*

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*Koff & Associates*