



# SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### DEAN OF ENROLLMENT SERVICES AND SUPPORT PROGRAMS

An Administrative Position  
Grade AD - Salary Schedule 20

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#### A. General Statement

Responsible to a Vice-President of Student Services for the coordination, integration and supervision of student admission and enrollment, registration and records policies and services, financial aid, special programs (i.e. High School Concurrent Enrollment, Veterans Services, Multicultural & Dream Center, Financial Literacy), and/or other key areas of student services as assigned. The Dean ensures that the various enrollment services units and other College departments collaboratively produce program outcomes that bring integrated services to students and the community.

#### B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Plan, provide leadership for, organize and direct the establishment of an organizational culture based on strong team building and systematic collaboration among such student and College services student admissions, enrollment, registration and records, financial aid, special programs and/or other key services as assigned.
2. Collaborate with other College and District administrators in order to plan and implement policies, procedures, programs and activities that demonstrate quality consistent service to students.
3. Collaborate with information technology staff and other staff to promote and expand the use of technology in the delivery of registration and enrollment, financial aid, reporting and other services and programs.
4. Serve as technical advisor to review and resolve matters of regulatory interpretation related to the enrollment services and financial aid units.
5. Direct and participate in researching, compiling data for, and preparing special and regular reports, including annual program plans, editing information for the catalog and schedule of classes, and regulatory audits most often associated with financial aid and student records.
6. Review petitions seeking waivers, approvals, and deterrents.
7. Plan and administer department and program budgets, including grant and other externally funded budgets; analyze and recommend changes to staffing levels as needed.

8. Use a computer database and a variety of computer software to set up, access, track and report on student, departmental, financial, statistical, and other data. Supervise the set-up and maintenance of student, faculty, budgetary, categorical funding and other online and manual records.
9. Serves as the Title IX Coordinator and conduct investigations of Title IX complaints.
10. Write grant proposals, manage Division grants, and prepare required reports.
11. Serve on designated College and District committees.
12. Serve as a member of the College Management Team.
13. Participate as a member of select division, college, and District committees.
14. Train, direct, supervise, and evaluate the work of all academic and classified staff in the department, including day, evening, weekend, and summer services; direct the tenure review process and evaluation processes for all Division faculty and staff.
15. Provides leadership that instills a spirit of innovation and high standards of individual performance.
16. Carry out assigned roles and responsibilities as assigned in the College Emergency Operations Plan.
17. Perform other duties as assigned.

### **C. Requirements**

1. Possession of a Master's degree (or possession of a California Community College Supervisor Credential)
2. Full-time managerial experience related to the administrative assignment
3. Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic and ethnic backgrounds of community college students, faculty, and staff.

### **D. Desirable Skills & Abilities**

1. Knowledge of state and federal laws, such as Title 5 and Education Code, as well as policies, programs, regulations and services related to student recruitment, admissions, enrollment, retention, financial aid, matriculation, and records management.
2. Skill in budget development, maintenance, and reporting related to general fund, grants, and other externally-funded resources.
3. Skill related to involvement, initiative and leadership in student services activities.
4. Ability to think creatively, be visionary, and be proactive in making improvements and resolving problems in a collaborative effort to promote student services programs of the highest quality.
5. Ability to elicit and coordinate recommendations from division faculty and staff, and ability to represent effectively the division and its goals at college and district levels.
6. Skill in oral and written communication, including public speaking and complex reports.
7. Skill in research, data analysis, and interpretation of complex, multi-layered data to draw conclusions.
8. Skill in training, directing, supervising and evaluating the work of others.
9. Evidence of organizational skills, including prioritization and delegation.
10. Knowledge of accreditation standards and their implementation.
11. Successful experience in grant writing and management.
12. Demonstrated ability to form and maintain community and industry partnerships.
13. Proficiency in the use of a variety of computer software and databases, technology related to student and other educational services.
14. Ability to establish goal-oriented team building and maintenance of effective collaborative working relationships with others.
15. Skill in communicating respectfully and sensitively with people at various levels within organizations who are diverse in their cultures, language groups and abilities.

8/2017