

# COLLEGE OF CENTRAL FLORIDA

## JOB DESCRIPTION

JOB TITLE: ASSISTANT DIRECTOR, ENROLLMENT SERVICES/ASSISTANT REGISTRAR

PAY GRADE: P-4

OVERTIME STATUS: EXEMPT

### MAJOR RESPONSIBILITY:

Perform duties related to the smooth operation of the Office of Enrollment Services including maintaining records, providing accurate information to students, as well as other interested persons, departmental associates, college staff, and the Registrar.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: A Bachelor's degree is required. A Master's is preferred.
2. Years of experience in the field: Two years of work experience required, with academic preparation and training in student personnel services, higher education administration, or a related field is preferred.
3. Special skills or abilities related to the position: Strong organizational and planning skills. Establish and maintain effective working relationships with faculty, staff, students, and the public. Work in a fast-paced, demanding environment. Exercise discretion and good judgment at all times and in all contexts and maintain client confidentiality. Work effectively with all constituencies of the College. Collect, organize, analyze and present legal and governmental information in a meaningful manner.

Possess the knowledge of general written standards and procedures utilized, and can read, interpret, and follow procedural and policy manual related to the job tasks. Demonstrate the ability to respond to supervision, guidance, and direction in a positive, receptive manner and following state policies. Provide quality customer service by creating a welcoming and supportive environment.

### ESSENTIAL JOB FUNCTIONS:

1. Receive, evaluate, process, and file student records.
2. Administer Office of Enrollment Services processes and procedures.

ESSENTIAL JOB FUNCTIONS (Continued):

3. Be prepared to change tasks or handle other tasks that the Registrar thinks are appropriate for this position and are necessary for the proper functioning of the Office of Enrollment Services, Enrollment Management, or Student Affairs.
4. Supervise, train, and evaluate the performance of assigned staff.
5. Maintain statistical admissions data as required.
6. Maintain up-to-date comprehensive knowledge of Enrollment Services processes and procedures; participate in the continual interaction with students and interested persons requesting assistance and information by mail or telephone and in person.
7. Process residency and reclassification documents.
8. Process all functions related to End-of-Term. This includes suspension, probation, dismissal, and academic warning letters; Dean and President's list designations; and updating enrollment status.
9. Process grade changes and incoming grade reports.
10. Research, evaluate and process historical student records.
11. Process alternate registrations, class load limitations, section changes, student appeals, and all necessary correspondence.
12. Responsible for submission of records to US Armed Forces.
13. Work with Senior VP Office by providing student records as requested by subpoenas.
14. Process academic eligibility forms for non-collegiate activities.
15. Complete five-year enrollment check.
16. Responsible for the maintenance and processing of I grade contracts and updating grades.
17. Assist staff from other departments with student record matters as needed.
18. Provide support clarifying regulations, policies, and procedures for staff, other college personnel, student applicants, and their families.
19. In coordination with the Registrar will oversee some functions of the day-to-day operation of Enrollment Services.
20. Able to work a flexible schedule which may include evenings and/or weekends.
21. Other duties or projects as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.

PHYSICAL DEMANDS (Continued):

- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS

- Works in an office environment

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Enrollment Services Center, Ocala Campus

SUPERVISOR OF POSITION: Director of Enrollment Services/Registrar