

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: DIRECTOR OF ENROLLMENT SERVICES/REGISTRAR
PAY GRADE: A-1
OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

The Director of Enrollment Services/Registrar is responsible for the college's student enrollment, retention, and records processes including coordinating and monitoring all phases of the processes.

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: Master's degree required in Educational Administration, student personnel services, or a related field.
2. Years of experience in the field: Three years of full-time experience in college student services is required. Management experience in a college records and registration office is strongly preferred.
3. Special skills or abilities related to the Position: This position works in the areas of college registration, retention, and records college-wide and serves as the college's chief FERPA officer. Coordinates function with college administration, faculty, staff, students, and external regulatory agencies. Positive human relations skills. Knowledge of federal, state, and college regulations relating to admissions, residency, transcripts, grading, standards of progress, graduation processes, and programs and courses offered by the college. Knowledge of the college mission, goals, and objectives in meeting the mission.

Ability to establish and maintain effective working relationships with students, faculty, staff, and the community. Ability to conduct presentations. Ability to supervise a staff involved in the records and registration process. Ability to maintain a complex compilation of student records and to supervise the completion of state and federal reports.

PREREQUISITES FOR POSITION (Qualification Standards):3. Special skills or abilities related to the Position (continued):

Qualified to advance the department and institution in meeting enrollment management goals. Knowledge of the Jenzabar student record system is a plus.

ESSENTIAL JOB FUNCTIONS:

1. Plan, organize, direct, and supervise the processes and operations of student enrollment, retention, and records collegewide. Interpret and apply federal and state-mandated guidelines.
2. Direct the activities of assigned programs including planning, implementing, administering, and evaluating projects and enrollment services impacting students and the college.
3. Establish, monitor, evaluate, and improve processes, procedures, and/or standards, ensuring alignment with college missions, values, goals, and objectives and local, state, and federal laws and regulations. Support the enrollment management efforts of the college.
4. Supervise validation of data for state and federal reports.
5. Oversee enrollment reporting and ensure compliance with USDOE requirements.
6. Provide leadership in developing strategies to implement electronic records and registration procedures.
7. Supervise, train, and evaluate the performance of staff. Organize and conduct regularly scheduled staff training sessions.
8. Participate in oversight of daily operations of the Enrollment Services Center (ESC).
9. Guide residency determinations and evaluate residency reclassification appeals based on district and state requirements.
10. Establish procedures following the Family Educational Rights and Privacy Act (FERPA) and provide FERPA training for faculty and staff. Assure the security and maintenance of records, including the electronic record storage. Provide assistance and guidance of record management college-wide.
11. Implement policies and establish procedures related to degree certification, oversee validation of graduation requirements, course substitution, degree designation, and coordinate graduation ceremonies.
12. Collaborate with administrators, deans, faculty, IT, branch campuses, and advisors to facilitate and improve services to students, including catalog and registration/ records policy questions.
13. Create/maintain a collegewide registration calendar.
14. Coordinate with Enrollment Management (EM) staff and the IT department. Interpret and communicate departmental programming needs to the appropriate IT staff, assist with testing programmed changes, and assist staff in the follow-through and tracking of IT projects.
15. Supervise and effectively manage all aspects of the Enrollment Services Department budget (expenses & personnel).
16. Other duties and projects as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

Revised 03/09/2022; 03/25/2021; 07/09/2020; 10/11/2017;

Revised 02/09/2016; 07/27/2010; 12/16/09

New 06/14/05

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 essential functions.

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

ENVIRONMENTAL CONDITIONS:

- Works inside an office environment.

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

PRIMARY LOCATION OF JOB:

OCALA CAMPUS, BLDG. 5

SUPERVISOR OF POSITION:

VICE PRESIDENT OF ENROLLMENT MANAGEMENT
AND STUDENT AFFAIRS