

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

DIRECTOR OF CAMPUS ENROLLMENT AND STUDENT SERVICES

FLSA STATUS: EXEMPT PAY GRADE: 26 – A

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Director of Campus Enrollment and Student Services develops, implements, and evaluates student services with supervision over recruitment/business development, enrollment/admissions, academic advising, student retention, new student orientation and other student services initiatives geared towards student completion and success. This position provides leadership and ensures excellence in the delivery of campus student services to grow enrollment, deliver excellent academic advisement, and increase student retention. This position coordinates campus-based student activities.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Leads, supervises, and manages student success and advising services daily operations and staff.

Creates, communicates, and implements academic advising and student retention programs, services, policies, and procedures.

Supervises and evaluates assigned staff; provides mentorship and leadership to staff; develops metrics and goals; completes annual performance reviews and semi-annual check-ins; conducts and manages hiring, training, and supervision of staff. Provides coaching and facilitates professional development opportunities.

Conducts and participates in regular meetings and college councils with faculty, program managers, program directors, and community constituents for college-wide planning; implementation, evaluation, recommendations for changes; and communication of advising goals, objectives, and procedures.

Provides counseling and advising services during peak enrollment periods. Identifies, secures, and administers grants and resource development opportunities to support and expand program offerings.

Manages and resolves escalated student and faculty complaints, appeals, and conduct issues. Serves as an advocate for fair and equitably administered processes and facilitates discussion to identify best options to resolve problems.

Maintains a referral system from faculty and staff to target students needing additional support regarding personal and/or academic issues and refers students to other needed sources of counseling or community services.

Identifies student needs and interests and incorporates into new and innovative means by which the college can enhance student exposure to programs, services, resources, and internship opportunities; orientation, retention, and seamless services for all student populations; increase student success overall; and promote inclusion on campus, provide support to students with disabilities, and refer student conduct-related issues.

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Assists with planning, implementing, evaluating, and recommending changes and improvements to overall requirements, effectiveness, organizational structure, and staffing model.

Supports the student services and/or enrollment administrators in budget development for campus-based maintenance and equipment inventory needs. Monitors disbursement of funds at the assigned campus and ensures quarterly budget balancing and maintains expenditures within allotted operational fiscal year budget.

Creates a student-centric culture on campus/center that is positive and supportive.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned campus-based staff. In some cases, oversight maybe exercised over other campuses during holidays or vacations.

MINIMUM QUALIFICATIONS

Master's degree from a regionally accredited college or university in Business, Education, Psychology, Counseling, or other related field supplemented by five (5) years of related experience.

PREFERRED QUALIFICATIONS

Master's degree from a regionally accredited college or university in Education, Psychology, Counseling, or other related field supplemented by seven (7) years of related experience in higher education leadership.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read Standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 07/2018

Revised: 9/18/23; 10/11/23