

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2022**

DIRECTOR OF ADMISSIONS AND ENROLLMENT SERVICES

FLSA STATUS: EXEMPT – PAY GRADE: 26 - A

JOB FAMILY: STUDENT SERVICES – JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Director of Admissions and Enrollment Services oversees, reviews, leads, and modifies admissions processing within the CRM (Element) and the SIS (PeopleSoft). In conjunction with division leadership and related student success staff, provides innovative and effective leadership to the daily operations and administration of all admissions related operations, including college admissions, matriculation, and residency. Applies working knowledge of student records administration, registration, transfer credit processing, and student degree planning to evaluate business operations and processes and identify potential solutions to improve business performance.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Prioritizes application processing during peak times or around select admission application deadlines. Determines shifting of resources to maintain admissions processing service levels. Evaluates current issues brought forward by staff and provides resolution at the point of the problem or determines the need for larger process review.

Identifies key stakeholders and collaborates within and outside the department to identify and determine potential changes to create a better student experience and ensure an efficient admissions process for FSCJ applicants and students.

Provides second tier service support for FSCJ applicants and students. Assists staff with complicated student situations and provides decisions and direction on how to handle complex student situations.

Identifies key stakeholders and collaborates within and outside the department to identify and determine potential changes to create a better student experience and ensure an efficient admissions process for FSCJ applicants and students.

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

Performs related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and/or student assistants.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by five (5) years of related experience in higher education leadership.

PREFERRED QUALIFICATIONS

Master's degree from an accredited college or university supplemented by five (5) years of related higher education management experience in Admissions and/or Student Records area.

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: 6/2016; Revised: 7/2022