



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Associate Director of Enrollment Services
LOCATION:	Office of Enrollment Services
REPORTS TO:	Dean of Enrollment Management
GRADE:	CCRIPSA 13
SCHEDULE:	35 hours per week
SUPERVISES:	May supervise professional, clerical staff and/or student aides.

CCRI Mission:

The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs. We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.

JOB SUMMARY: Supervise the Enrollment Services Office at the assigned campus involving the day-to-day activities. Contribute to building and maintaining a culture of commitment to excellence in student service and an environment fostering student success. With the designated Admissions personnel, facilitate student recruitment efforts for designated areas. With the Director of Financial Aid, assist with the administration of financial aid to include the determination of aid. With the Director of Records, assist with Records department activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide day-to-day management of enrollment staff at designated campus. This includes but is not limited to managing staffing levels, performance management, disciplinary procedures, etc. As directed, may interview, hire, and terminate 19-hour OES employees.
- Continuously inform, update, and train staff on changes to policies and procedures. Implement new processing patterns at designated campus as directed to ensure continuity of services across all campuses.

Knight Campus

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345

- Facilitate recruitment activities for assigned high schools and provide campus tours and group information sessions, in accordance with Admissions outreach planning.
- Demonstrate a commitment to the promotion of diversity, equity and inclusion.
- Perform outreach duties, including conducting proactive outreach to students via phone, text, e-mail and in-person.
- Ensure appropriate maintenance of student academic records and related processes, and participate in the formulation of student records policies, procedures and operations.
- Review financial aid applications to determine qualification using eligibility guidelines, and communicate this information effectively to students.
- Actively plan and participate in financial aid workshops to assist new and continuing students with FAFSA completion efforts.
- Attend off-campus workshops and department meetings scheduled on a rotating campus basis.
- Serve as liaison with other College offices such as Records, Enrollment Services, Bursar's Office, Controller's Office, and Access to Opportunity.
- Promote a spirit of optimism and collegiality, and demonstrate a steadfast commitment to the success of CCRI and every one of its students.
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Perform other related duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computer systems and related technologies, including Student Information Systems. There is considerable communication via the telephone and through public speaking engagements. Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- Bachelor's degree required, preferably with course work in counseling and business disciplines.
- At least three years of professional level enrollment services experience in college admissions, financial aid, registration/records, or advising required; professional experience in two or more areas preferred.
- Experience with on-line computer systems and personal computers essential.
- Strong supervisory, organizational and interpersonal skills required.
- Bilingual in English and Spanish strongly preferred.
- Ability to understand and appreciate cultural diversity.
- Must be able to maintain the strictest confidentiality of information.

CCRI is an Equal Opportunity / Affirmative Action Employer.

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for

lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Director of Institutional Equity & Title IX Coordinator, Elizabeth Canning, ecanning@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<http://www.ccri.edu/campuspolice/clery/report/>

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