



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Associate Director - Enrollment Services
LOCATION:	Office of Enrollment Services
REPORTS TO:	Director of Admissions
GRADE:	CCRIPSA 13
SUPERVISES:	Professional, clerical staff and/or student aides.

BASIC FUNCTION: To supervise the Enrollment Services Offices at assigned campus involving the day-to-day activities that include managing and overseeing the functions of recruitment, admissions, registration, student records, financial aid, student employment, and/or special programming such as international student enrollment and high school partnerships.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Participate in establishing enrollment goals and aid/policy procedures. With assigned academic department chairpersons, monitor actual enrollments vis-a-vis the department and College enrollment goals; collect and analyze data regarding financial aid and applications to and enrollment in specific majors.

With academic departments, OES functional leaders, and the Office of Public Relations representatives devise, develop and coordinate general recruitment, program-specific and financial aid literature and forms for new and continuing students.

Supervise the recruitment of new students through activities including but not limited to high school visits, College Fairs, Career Nights, Financial Aid workshops, On-Site Admission Days, public outreach events and general information sessions; make recruitment appearances at church organizations, GED graduations and social agencies; coordinate and conduct campus tours as requested.

Coordinate and implement programs which provide general advice to potential students regarding College policy, programs of study, financial aid, high school partnership programs and career opportunities; respond to inquiries from internal departments and external agencies regarding enrollment status and aid.

Knight Campus

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

Schedule and conduct individual in-person and telephone interviews with prospective students, their parents and/or spouses regarding the initial application and financial aid opportunities.

Assist in the administration of the high school enrichment program.

Coordinate activities across all campuses related to assigned health science programs.

Supervise the process used to evaluate application credentials for admissions decision making. Correspond, as appropriate, with students regarding the various stages of the admissions process in which they are involved.

Ensure programs are in place to assist qualified students with academic program selection; advise/counsel continuing students considering changing majors; advise students of outstanding degree requirements; perform degree audit function and certify students for graduation.

Develop and supervise activities regarding registration and scheduling sessions. Coordinate coverage schedules with Advising & Counseling to ensure appropriate staffing during peak periods (including but not limited to late registration period)

During ADD/DROP period resolve enrollment, scheduling and record keeping difficulties.

Make recommendations to the officials in the Division of Academic Affairs regarding course offerings.

Interface with other institutional departments to coordinate programs, services and policies regarding enrollment services.

Collect fees associated with transcript and degree audit requests and the processing of such requests.

Review and supervise the review of financial aid applications to determine the extent of financial need and make awards of financial support within the limits set by established policies, rules and regulations; audit and adjust awards on a continuous basis.

Monitor programs and personnel that determine student eligibility for the Federal Stafford Loan, Federal Parent Plus Loan and Federal Unsubsidized Stafford Loans; approve, process and sign bank loan applications.

Supervise and participate in the interview processes for both the in-person initial and exit loan counseling with each Federal Stafford Loan borrower regarding loan obligations, repayment plans and the possible consequences of loan default.

Coordinate programs used to determine and process scholarships and grants such as Federal Pell Grants, Federal Supplemental Educational Opportunity Grants and RI State scholarships; validate student aid reports.

Monitor CCRI aid expenditures and aid recipients' reasonable Academic Progress according to Community College Academic Eligibility Policy and Federal Guidelines.

Coordinate and process awards and payroll for Federal College Work Study, Student Help and Off Campus employment; prepare positions and budgets for department supervisors; prepare related payroll and accounting reports; advise students of employment rights and obligations.

Select, supervise, train and evaluate support staff; conduct formal group training sessions and individualized training to ensure accuracy when disseminating and processing information and to ensure adherence to changing federal and institutional policy.

Manage all aspects of the Student Ambassador Program, including but not limited to:

- Organizing orientation for new student ambassadors.
- Designing and providing Leadership Seminars, training programs, guest speaker events for student ambassadors.
- Attending the New England Association for College Admissions Counseling (NEACAC) Student in Admissions Forum with student ambassadors.
- Managing the Student Ambassador Program budget.
- Working with Marketing & Communications to update the Student Ambassador Handbook, recruitment posters, etc.
- Establishing and revising the Campus Tour Website.
- Establishing, revising and enhancing the Student Ambassador Website.
- Organizing monthly leadership meetings designed to develop the students' organizational, networking, and communication skills.
- Coordinating campus tours for groups and/or individual students.
- Training student ambassadors on appropriate Banner access and navigation in order to provide accurate information to new and current students.
- Preparing and assigning student ambassadors to support various campus events (including but not limited to Professional Development Day, walk-in registration, Technology Day, Board of Education meeting escorts, JAA Day, Providence Campus Grand Information Session, golf tournament fundraisers, etc.)
- Developing and assigning student ambassadors to assist and support OES Admissions Officers at college fairs, high school visits, etc., and ensuring their ability to speak well on behalf of the college.
- Maintaining records for year-end reporting about the Student Ambassador Program.

Attend off-campus workshops, conferences, and department meetings scheduled on a rotating campus basis.

Other related duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal and mainframe computer systems and software, telephone, calculator, fax and copy machine. 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. Master's degree in related field preferred.

At least three years of professional experience in college Admissions or Financial Aid required; professional experience in both areas preferred.

Knowledge of and experience with on-line computer systems highly desirable.

Strong supervisory, organizational and interpersonal skills essential.

Must be able to understand and work successfully in a multicultural environment.

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor

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