



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Director, One-Stop Student Services
POSITION NO.	502688
LOCATION	Knight
REPORTS TO	Dean of Enrollment Management, Systems and Innovation
GRADE	BOE 16
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Professional and clerical staff
LIMITATION (if applicable)	
REVISION DATE	07/2023

JOB SUMMARY:

The inaugural Director of One-Stop Student Services at CCRI (formerly the Office of Enrollment Services) is an opportunity to be innovative and modernize our approach to student support services. CCRI's One-Stop is the front-facing customer service center for Admissions, Student Records, and Financial Aid under the Division of Student Affairs. Reporting to the Dean of Enrollment Management, Systems, and Innovation, the Director of One-Stop will help amplify service to students and families, making it easier to get the answers to the most important questions and complete the most common administrative transactions, all in one central campus location. The inaugural Director will provide all students with a streamlined, digitized, and inclusive enrollment, academic records, financial aid, and payment experience. The Director will lead the redesign of policies, processes, practices, and cross-train staff that will support increased levels of information access, staff decision-making and judgement, and deliver technology and tools to support improvements.

The inaugural Director of One-Stop Student Services will provide overall vision, leadership and oversight of One-Stop Student Services that supports the College mission and vision. This leader will direct the daily operations including supervising four campus One Stop managers and a Veteran Certifying Official, and related staff at all campuses, overseeing projects, and ensuring the delivery of excellent customer service. Responsibilities include oversight of timely and accurate processing of student records and enrollment, ensuring that all internal processes are efficient and effective, and offering proactive solutions to continuously improve service. The Director will engage in short- and long-range plans for the integration and delivery of student services that contribute to a one-stop student experience.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Student Onboarding Support:

- Manage staff support for student communication strategies that include phone calls, mailing, emailing, texting, web resources and other forms
- Coordinate and oversee virtual and in-person registration lab staff support which includes assisting students, individually or in groups, with College Scheduler class registration
- Direct the functions of One Stop to provide essential information, answer questions, and provide problem resolution for all students in the areas of admissions, registration, enrollment, student records, and financial aid
- Direct the functions of One Stop to provide information about support services and technologies to support self-service behavior and success
- Other duties as required

Communication:

- Share current process updates with staff in One Stop to ensure that students are provided accurate and timely information to ensure a positive enrollment experience
- Collaborate with department leaders to develop and execute student outreach communication plans
- Motivate and encourage staff to actively participate in continuous improvement activities in order to facilitate delivery of effective, high-quality services to both internal and external customers

Relationship Building:

- Provide leadership to One Stop staff to foster an organizational culture based on strong team-building, systematic collaboration and a shared vision of a robust student enrollment experience that aligns with Division and institutional goals
- Collaborate with admissions, enrollment services and records staff to implement policies, procedures, programs, and activities that demonstrate quality consistent service to students
- Collaborate with information technology staff to promote and expand the use of technology in the delivery of application processes, enrollment and registration

Team and Partnership Support:

- Serve as liaison to cross-College departments and off-campus organizations to help increase the number of applications and enrollments
- Work closely with other College departments, including academic departments, financial aid and advising to ensure that students have a seamless transition into CCRI

Administration:

- Provide day-to-day management, delivery, and oversight of One Stop. Provide supervision and leadership of staff members and motivate them to provide outstanding service.
- Maintain accurate records and actively track data related to admissions and enrollment
- Maintain regular review and improvement of admissions applications and enrollment-related forms
- Participate in training and professional development opportunities to stay up-to-date on best practices in admissions processes and enrollment services in higher education

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's Degree;
- Demonstrated experience with the management of a one stop service center or related experience;
- Demonstrated experience using multiple educational technologies such as video conferencing (e.g., WebEx), student success platforms (e.g., EAB Starfish), text messaging platforms (e.g., Signal Vine), enterprise resource planning (ERP) systems (e.g., Ellucian Banner), and degree audit solutions (e.g., Degree Works);

PREFERRED QUALIFICATIONS:

- Demonstrated strong written and verbal skills, organizational, and interpersonal communication skills;
- Must be able to maintain the strictest confidentiality of information;
- Demonstrated experience with managing change and creating
- Demonstrated experience with creating an exceptional service
- Bilingual in English and Spanish preferred

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.