

Dean of Enrollment Services  
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=207963>

Downloaded On: Oct. 3, 2023 12:13am

Posted Mar. 28, 2023, set to expire Jan. 29, 2024

<b>Job Title</b>	Dean of Enrollment Services
<b>Department</b>	
<b>Institution</b>	South Orange County Community College District South Orange County Community College District, California
<b>Date Posted</b>	Mar. 28, 2023
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Dean
<b>Academic Field(s)</b>	Enrollment Management/Registrar
<b>Job Website</b>	<a href="https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Irvine-Valley-College/Dean-of-Enrollment-Services_REQ10984">https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Irvine-Valley-College/Dean-of-Enrollment-Services_REQ10984</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### DEFINITION

To provide leadership for the enrollment services and international department of the Student Services Division of a community college; provide administration, supervision, management, and evaluation of the activities of Enrollment Services, such as admissions, records, outreach and recruitment, matriculation, financial assistance and scholarship office, student information, enrollment functions, and strategic enrollment strategies including application and enrollment processes for US and foreign students, student attendance accounting, collection of grades, awarding of all degrees and certificates; plan and direct the development and organization of the division's goals and objectives; and plan, organize, schedule and direct the development, improvement and operation of enrollment services'

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programs and services; and serve as custodian of student academic records, ensuring their timely, accurate and legal maintenance, storage, retrieval and release. Responsible for developing student learning outcomes, completion of the program reviews and strategic enrollment strategies.

To foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the District; lead by example; actively participate in and support District-wide participatory governance components and activities and other collaborative processes; encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.

### **DISTINGUISHING CHARACTERISTICS**

This Dean is responsible for the interpretation of all legal and regulatory provisions, ensuring conformance to all applicable federal mandates, state laws including the Education Code, Title 5 regulations and District policies; and is charged by the Board of Trustees with the satisfactory implementation of Board policy and applicable District or College procedures.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Vice President for Student Services or designee of the President.

Exercises functional and technical supervision over assigned supervisory, professional, technical and support personnel.

### **EXAMPLES OF DUTIES** – Duties may include, but are not limited to, the following:

Provide leadership in the administration of the Enrollment Services Division of Student Services, including personnel management, in accordance with laws, regulations, District policy and collective bargaining agreements; participate and show leadership in strategic planning and shared governance committees; direct and evaluate the programs and services assigned to the division, which may include, but is not limited to: admissions, records, outreach and recruitment, matriculation and international student department.

Formulate and develop long and short-range goals, student learning outcomes and strategic plans,

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including staffing, facilities, curriculum and educational philosophy; assure consistency of plans with other college and District plans; prepare long-range plans and statements of goals and objectives; and assess effectiveness, accomplishments, and future needs of all areas of responsibility by reviewing and completing annual and comprehensive program reviews.

Supervise, plan, develop, organize, coordinate, direct and evaluate admissions, records and enrollment programs, services, operations, activities and staff including the application, admission and enrollment processes for U.S. and international students; dual enrollment of K-12 students, student attendance accounting; collection of grades; awarding of all degrees and certificates and ensuring the legal maintenance and release of student records; ensure that appropriate methods and procedures are developed, modified and implemented to optimize efficient and effective delivery of services to students; serve as custodian of student academic records, ensuring their legal maintenance and release. Implement usage of the latest technologies to ensure the most proficient work product.

Ensure the timely and accurate planning, development, coordination, management and evaluation of other related operations and program activities, including admission, residency reclassification, registration, transcript evaluation, grade reporting, transcript evaluation utilizing automated degree audit, grade point average (GPA) calculation, and graduation; compile, analyze and report data related to program participation and evaluation; develop organizational structures and work processes which facilitate attainment of established program goals and objectives.

Supervise, plan, develop, organize, coordinate, direct and evaluate all aspects of the International Student Department the timely and accurate evaluation of international student college applications; ensure the accurate determination of legal college and Immigration and Naturalization Service (INS) eligibility; ensure the certification of eligibility and approval of College admission; ensure that the approved local (INS) official issues proper documents, such as I-20s, required for international student visas in accordance with INS regulations; ensure the management of the extensive, complex international student tracking system for the INS and the US State

Department. Ensure proper maintenance of SEVIS reporting, Supervise, development and evaluate plans for effective recruitment of international students, which may include, but is not limited to, memorandums of understanding with international educational agencies or organizations, international travel, advertising which may be print, online, or social media.

Dependent on College campus needs, supervise, plan, develop, organize, coordinate, direct and evaluate all aspects of the matriculation process, ensuring the timely and accurate dissemination of assessment information and compliance with pertinent requirements of Title 5 and Education Code

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related to matriculation; prepare and coordinate submission of reports as required to the California Community College Chancellor's office.

Meet with potential or enrolled students regarding grade, curriculum or equivalency challenges, appeals on actions taken during the general petition process, issues with US and international student compliance with federal laws and College policies or other requests; research, review, evaluate, determine and adjudicate issues, petitions and other challenges based on State and federal law, District board policy, the College catalog and student records; assist the Vice President for Student Services in the resolution of student and other concerns as needed.

Develop, prepare, submit, administer, monitor and review annual program budgets for assigned areas, including annual budget requests for equipment, supplies and personnel; direct the acquisition, maintenance and use of equipment; and maintain an equipment-replacement plan; direct the maintenance of adequate records and controls to assure that expenditures and operations remain within established budget limitations; monitor and approve purchase requisitions and prepare agenda items for Board approval as needed.

Manage assigned facilities and approve all usage; direct the preparation and maintenance of detailed and comprehensive reports, records and files regarding assigned personnel, facilities and activities.

Participate in the selection of new personnel in accordance with various District policies and legal requirements; train, supervise and evaluate the performance of assigned professional, technical and support personnel in keeping with the policies of the Board of Trustees and administrative procedures; delegate and review assignments and projects; evaluate work products and results; establish and monitor timelines and prioritize work, visit assigned worksites and observe and evaluate methods and effectiveness.

Organize, attend or chair a variety of administrative and staff meetings related to strategic planning, budget, area of assignment, advisory committees and other activities; participate in collegial consultation, shared governance and appropriate advisory committee meetings, task forces or work groups.

Organize, attend or chair campus and District committees; represent the District in local, regional and statewide meetings and committees; attend workshops and professional conferences related to the planning and development of Enrollment Services programs and services; interface with the community and external agencies in all matters of community relations and meet with representatives of local, State and federal agency and government representatives as needed.

Make oral presentations to students, parents, counselors and professional colleagues at various

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gatherings; conduct workshops on and off campus to provide specialized information regarding admissions, records and enrollment and related student services; ensure the timely and accurate development, production and distribution of printed or digital materials to publicize enrollment and registration opportunities for students.

Maintain current knowledge of the regulations, policies and application requirements and eligibility criteria for admissions, records, and enrollment programs, international students, and matriculation; ensure compliance and provide College leaders with information and interpretation of District policy, administrative regulations and local, State and federal statutes, including the California Education Code, Title 5, relevant court decisions and legal opinions affecting the Office of Admissions, Records and Enrollment, International Students, and Assessment.

Review and certify the accuracy of data concerning program participation; monitor and ensure the accuracy of data related to areas of responsibility; prepare and submit a variety of statistical and narrative reports concerning enrollment, class rosters, closed classes and related data; prepare budget reports, annual recap data and special reports, proposals, recommendations and other materials as requested; coordinate and respond to periodic audits.

Accept, review, interpret and act upon requests for incoming and outgoing transcripts and other student record information; certify official information related to student grades, status and enrollment; disseminate, receive, review, maintain and submit instructor records related to attendance and grades; manage review processing and awarding of certificates, diplomas and transfer certifications for students.

Dependent on College campus needs, plan, organize, coordinate, direct and oversee the operation and staff of the Student Information Center; ensure that prospective and current students are assisted with locating general and specific information regarding college programs and services; ensure that services and equipment are available to assist students in applying for admission, registering for classes, and adding/dropping courses.

Communicate with other student services program personnel, District administrators and support personnel, representatives of State and federal agencies, educational institutions, social service organizations, counselors and others to coordinate programs and activities and improve delivery of services.

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Direct, oversee, review, monitor and evaluate assigned grants, ensuring that implementation and management are according to grant guidelines and that grant budgets are developed and maintained according to legal requirements and district procedures.

Create a positive campus climate that fosters innovation for improvement of programs and services in development for programs and services in assigned areas; work with the community and other educational institutions regarding Enrollment Services; contribute to the development and implementation of a coordinated outreach, strategic enrollment strategies, marketing and public relations process and plans for assigned programs and services.

Work collaboratively and develop partnerships/agreements with advisory boards, professional associations, K-12 and transfer institutions, business and industry; cultivate and promote positive and substantive relationships with local business and industry; serve as a leader of and advocate for the College within the community.

Maintain current knowledge of methods and new technologies pertinent to areas of assignment; monitor legislation, new State Education Code regulations and other State guidelines to determine program impact.

Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.

Participate in the development and enhancement of the Student Information System (SIS); provide expertise regarding the needs of students, faculty and staff; identify, develop and recommend system improvements and report deficiencies to technical personnel for resolution.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **EDUCATION ANDEXPERIENCE GUIDELINES**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Education:**

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A Master's degree from an accredited college or university with emphasis on a discipline within the Student Services division. An earned doctorate from an accredited college or university is preferred.

**Experience:**

At least four years of increasingly responsible student support services experience, including two years of program management and budgeting experience, at least two years of supervisory experience.

Commitment to equity and diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how these factors relate to the need for equity minded practices within an educational environment.

**Desirable Experience:**

Administrative leadership experience in the development, organization, and management of two or more student services programs such as, but not limited to, Admissions and Records, International Students programs and services, Matriculation, Outreach, Student International Center; evidence of an understanding of and experience with the principles of participatory governance; evidence of experience in presenting summary analytical reports about enrollment trends, FTE'S trends and fluctuations, accreditation reports, cost/benefit analyses, among other reports; experience in budget development and management at department levels; and the ability to develop and implement technology-based solutions to student services issues.

Additional years of experience in program management, budgeting, and supervision preferred.

**Knowledge of:**

Applicable District and College policies, administrative regulations, practices and procedures related to area of assignment.

Local, State and Federal laws, and codes and regulations applicable to area of assignment.

District and college organization, operations and objectives.

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Community College degree, certificate and transfer requirements.

Community relations and external resource development.

Computer information systems, operations and applications to the admissions, records and enrollment within the student data management system and system and software applications related to area of assignment.

Correct English composition, grammar, spelling and vocabulary. Interpersonal skills including tact, patience and diplomacy.

Oral and written communication skills.

Organizational and management practices, including planning and organizational skills as applied to area of assignment.

Practices and procedures of maintaining student records according to legal requirements.

Principles and practices of leadership and administration, including organization, budget preparation and administration and grant writing.

Principles and practices of strategic planning, institutional research and alternative funding for public agencies.

Principles and practices public administration, including analysis and evaluation of programs and operational needs.

Principles of training, supervision and performance evaluation. Statistical record-keeping and reporting.

**Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations.

Assist in forecasting current and future needs and costs affecting area of assignment.

Assist in the development and implementation of technology-based solutions to student services



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issues. Collect, compile and analyze data.

Communicate clearly, concisely and effectively, both orally and in writing, with diverse constituencies within and outside of the District.

Demonstrate leadership, management, supervisory, and team-building skills.

Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.

Demonstrate strong and effective writing, editing and verbal communication skills.

Develop, prepare and administer program and project budgets.

Encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.

Ensure the confidential maintenance and storage of inter-related and intra-related complex records.

Ensure the timely and accurate reporting of data related to enrollment, admissions, budget, and student attendance and other areas of assignment.

Establish and maintain cooperative and effective working relationships with those contacted in the course of work.

Exercise judgment or choice among possible actions, sometimes without clear precedents and often with concern for the consequences of the action.

Facilitate and coordinate the activities of large groups for the purpose of institutional planning.

Interpret, apply and explain applicable District policies and procedures and Local, State and Federal laws and regulations.

Operate computer/applications software, including database management, spreadsheet, word processing and software related to area of assignment.

Operate modern office equipment such as computer, printer, calculator, copier and facsimile machine.

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Plan, organize, design and produce effective and extensive fact supported written reports, proposals, position papers, recommendations, research and other formal documents.

Plan, determine priorities, organize and coordinate assigned activities in a manner conducive to full performance and high morale; evaluate results and outcomes

Plan, organize and execute effective oral presentations, supported by sophisticated multi-media programs for large audiences.

Plan, organize, coordinate, manage and expedite projects related to assignment.

Prepare comprehensive oral and written reports and recommendations according to legal requirements.

Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy.

Train and provide supervision and work direction to others as assigned.

Understand and effectively and collaboratively work in a complicated multi-college environment, as well as within a system of community college districts.

Work effectively with diverse individuals and groups including, but not limited to, race, ethnicity, physical ability, religion and sexual orientation to achieve common goals including student recruitment and retention.

Work independently with little direction in a multi-project, fast-paced environment while meeting concurrent deadlines and exercise initiative.

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**



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