

TOMPKINS CORTLAND COMMUNITY COLLEGE

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Director of Enrollment Operations	4	1 of 3

<u>ORGANIZATIONAL UNIT</u>	<u>REPORTS TO</u>	<u>APPROVED BY</u>
Enrollment Services	Dean for Enrollment Management	Board of Trustees January 19, 2023

SUMMARY

The position is responsible for the direction, coordination, supervision, and overall operation of the College's centralized, front-line enrollment services. This includes, but may not be limited to, the reception desk, call center, registration and billing, and campus card services functional areas within the Enrollment Services Center. The Director will ensure the effective implementation of policies, procedures, and protocols established by the Academic Records and Finance Offices, as well as supporting the needs of the other functional areas within the Enrollment Services Center. Ensures students are receiving outstanding customer service from all areas reporting to this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Directs and provides leadership and oversight for the centralized, front-line services of the Enrollment Services Center, including Card Office services, Call Center, Reception Desk, and Registration & Billing programs and personnel.
2. Responsible for student registration, add/drop, and withdrawal activities within the Enrollment Services Center, including de-scheduling students based on faculty reported attendance data. Ensures that policies, procedures, and protocols established by the Academic Records Office are implemented.
3. Responsible for student billing functions within the Enrollment Services Center, including batch billings, processing certificates of residence, maintaining relevant stop list data, and processing tuition deferrals. Ensures that policies, procedures, and protocols established by the Finance Office are implemented.
4. Responsible for the implementation of fiscal control policies with respect to cash receipts and the distribution of student refund checks in accordance with the guidelines established by the Finance Office.
5. Responsible for Campus Card Services (TC3 Card) which includes managing access to residential housing.
6. Responsible for the data verification processes for all functional areas reporting to this position to maintain a complete and accurate student database.
7. Responsible for creating and maintaining quality and consistency in internal and external communications, including website information, for all functional areas reporting to this position.

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8. Responsible for creation and maintenance of assigned departmental budgets. Assures efficient use of material resources by assessment of department needs, development of budget recommendations and management of the department within the budgetary constraints imposed by the College and the Faculty Student Association.
9. Ensures effective use of human resources by recommending hiring, promotion, disciplinary, termination, and other administrative actions, together with training, motivating, evaluation, and counselling of assigned personnel. Conducts all matters in accordance with federal, state and local Equal Opportunity/Affirmative Action Laws, other applicable laws, regulations and collective bargaining agreements.
10. Serves as a member of the Enrollment Services leadership team, serves on various college committees, and performs other duties as assigned.

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SUPERVISION

Types Supervised (check each category):

Classified Staff
 Administrative
 Faculty
 Adjunct faculty, **students**, etc.
 FSA Staff

Indicate number in each category:

5 _____ # of Classified Staff
_____ # of Administrative
_____ # of Faculty
_____ # of Adj. faculty, **students**, etc.
1 _____ # of FSA Staff

MINIMUM QUALIFICATIONS

Bachelor's Degree in Business Administration or related field and four years of experience involving the management and delivery of student services in a higher education environment. Two years of supervisory experience.

PREFERRED QUALIFICATIONS

Experience with customer billing, call center operations, financial aid, and supervision of employees represented by a union.