

San Jose/Evergreen Community College District
Classified Management Job Description

Position: Director, Admissions and Records

Department: Student Services

POSITION PURPOSE

Under general direction, the Director of Admissions and Records plans, organizes, directs and integrates operations of the admissions, registration, student recordkeeping and designated reporting processes for the College, including maintaining compliance with federal, state regulations and local policies; administers the daily activities of the Admissions and Records office and provides vision, leadership and management to a staff serving students with applications, course registrations, residency verifications, transcripts and records, and related processes/procedures; directs student admission reporting efforts and leads enrollment audits in compliance with regulatory agencies and authorities; oversees department staff, volunteers and student workers; manages budgets; contributes to the development of strategic enrollment goals; administers admissions software systems and coordinates the use of technology for web admissions, registration, grade reporting and student records; develops and implements strategic plans to maximize student enrollment and delivers equitable enrollment service outcomes for students from diverse communities; and performs related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification and assigned duties may include work that is similar, related or a logical assignment to this class.

1. Plans, directs, controls, and integrates the day-to-day operations of a community college admissions and records program within a broad framework of policies, procedures, laws, regulations, strategic objectives, and the District's mission; oversees the college admissions process to include processing applications, evaluating and certifying student records for enrollment according to established standards and policies; directs the process of admitting students and the maintenance of accurate current student demographic information.
2. Integrates, maintains and evaluates a complex records system, including records documenting the admission and registration of students; manages the maintenance, preparation and securing of student records, attendance and grades; ensures the proper retention and destruction of student records as required by federal and state regulations; plans and assigns the maintenance and reporting of student and attendance information in the student information system; certifies eligibility for degrees and certificates.
3. Manages and monitors processes associated with complying with federal and state law in the areas of admission, apportionment, and student recordkeeping; develops, implements and monitors the reporting process pertaining to student enrollment, attendance, and grades; reviews state and local policy to inform recommendations on changes to admissions and records processes/procedures.
4. Participates in the development and administration of the department budget; contributes to the development of and monitors performance against the annual department budget; forecasts funds needed for the department's staffing, equipment, materials and supplies and approves department expenditures; directs and oversees the development, implementation and evaluation of plans, processes, systems and procedures.
5. Directs and manages the work assignments and performance of assigned staff, student workers and volunteers; interviews and participates in selecting employees; trains, counsels, and disciplines personnel according to established policies and procedures.
6. Establishes deadlines, academic calendar dates, and reporting schedule as required by state law and District policy; reviews course catalog and schedules information as it relates to admissions,

registration, and records, and makes necessary revisions; develops and updates other pertinent publications.

7. Collaborates with other departments to facilitate a smooth student registration process; supports access to student portal and assists IT with troubleshooting access issues and errors; organizes and executes registration procedures including assigning and building priority levels for registration; adjudicates student appeals for priority registration and coordinates with offsite contacts regarding registration-specific activities.
8. Interprets and explains policies, procedures, laws, regulations, and guidelines relevant to student admissions, records, and enrollment services to a wide variety of stakeholders including current and prospective students, faculty, executive managers, supervisors, direct reports, peers, and others as appropriate; directs the certification of students receiving veterans' educational benefits and supervises the liaison with federal and state agencies.
9. Evaluates current admissions, records, and enrollment services programs to identify, develop, and implement policies/procedures to maximize effectiveness, efficiency, and equity in services to students; ensures accuracy in data collection and recordkeeping, in compliance with legal requirements; notifies faculty and staff regarding policy/procedures for recording and reporting grades and attendance.
10. Makes presentations to the Board of Trustees and to other board-level groups.
11. Leads and serves on committees and represents the College/District at local, regional, state and national conferences, meetings, workshops and training; participates in participatory governance, processes and initiatives
12. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Advanced knowledge of admissions, records, and enrollment services operations within a community college.
2. College curriculum, organization, operations, policies and objectives.
3. Matriculation process at California Community Colleges.
4. Pertinent federal, state and local laws, codes and regulations.
5. Concurrent Enrollment, Middle College and Early High School Programs.
6. Admissions/Registration requirements related to International Students.
7. Principles and practices of public administration, including accounting, budgeting, and fiscal reporting, purchasing and maintaining public records.
8. Funding and budget methods and regulations regarding the use of funds.
9. Standards and methods of statistics and report writing.
10. Federal, state and other applicable laws and regulations and District policies and procedures governing admissions and records operations including applicable sections of California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA).
11. Theories and techniques of negotiation, mediation and conflict resolution.
12. Principles and practices of effective management and supervision.
13. Principles and practices of strategic planning.
14. Principles and practices of organizational improvement and culture change.

15. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Plan, organize, direct, and evaluate the programs, activities, and services for the Admissions & Records Department that meet student and community needs.
2. Present solutions to management with confidence and effectiveness.
3. Conduct internal and external environment analyses to inform strategic planning processes.
4. Understand, interpret and apply applicable policies and procedures, regulations, government codes, and other laws.
5. Interpret, evaluate, and provide strategic input on the impact of proposed and enacted changes in laws, regulations, guidelines, and effective practices impacting admissions, records, and enrollment services.
6. Organize, set priorities and exercise expert, independent judgment within areas of responsibility.
7. Work effectively with students, faculty, and staff from multi-cultural backgrounds and promote access, success, and equity.
8. Communicate effectively, both verbally and in writing, with faculty and staff, students, and community members.
9. Recruit, train, supervise, and evaluate personnel.
10. Direct, schedule, coordinate and evaluate the work of assigned employees.
11. Build and foster knowledgeable, cohesive and effective work teams.
12. Establish and maintain cooperative and effective working relationships with others.
13. Operate a computer, assigned office equipment and standard business applications.

Education and Experience:

1. Bachelor's degree from an accredited institution in business administration, education, or related field.
2. Five years of increasing responsible experience in admissions and records including two at a supervisory or manager level.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Desirable Qualifications:

Prior experience administering program or program elements to post-secondary education students.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

Mental Demands:

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: 12/9/2025

Salary Range: M-26

EEO Category: 2B1- Executive/Administrative/Managerial