

JOB TITLE: Assistant Director, ECC-Rolla

DEPARTMENT: ECC-Rolla

LOCATION: Rolla

REPORTS TO: Director, Rolla

FLSA: Exempt

LEVEL: 204

DATE: 3/21/18; 05/09/2016

POSITION SUMMARY: Responsible for the supervision of the Rolla student services staff and processes and for recruitment and retention of students through communication, activities, events and course offerings.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications Bachelor's degree required and two years related work experience or Master's degree in related field.*

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Supervise the day to day operations of the Rolla student services staff and hire, train, mentor, and evaluate Rolla student services staff.
- Serve at liaison between the Rolla and Union sites by attending student development manager meetings, planning meetings, and participating on committees.
- Build and maintain relationships with area high school counselors, teachers and parents to facilitate recruitment and enrollment of high school students.
- Explore opportunities to build and maintain relationships with area middle school counselors, teachers and students.
- Plan, organize and implement recruitment related activities and events for high school students.
- Actively seek out, plan and participate in activities (including but not limited to enrollment processes, introduction to college sessions and FAFSA help events) that provide opportunities to enhance educational opportunities to the communities in our service region.
- Contact prospective students and provide information necessary to facilitate successful enrollment from inquiry to testing, applying for scholarships and financial aid, advisement, registration and orientation.
- Manage the process of information requests, student admissions documentation and the organization of campus tours specific to the Rolla site.
- Provide academic advisement and other services related to the enrollment process to assist students in selecting appropriate courses based upon their selected major, career goals and/or transfer objectives.
- Provide onsite guidance and assistance to financial aid applicants and loan recipients concerning financial planning, resources, and their economic responsibilities related to awards.
- Act as a resource for faculty, staff and administrators who seek to increase student enrollment at Rolla.
- Track department specific data and create reports as necessary.
- Develop and maintain an office procedure manual for the student services department at ECC-Rolla.
- Participate on College committees and professional organizations as appropriate.
- Plan, organize and implement the New Student Orientations for ECC-Rolla.
- Develop and maintain an admissions activity master calendar for ECC-Rolla.
- Develop and monitor the student services budgets for ECC-Rolla.
- In the absence of the Director, provide necessary oversight of all Rolla operations.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Employee development and performance management skills. Excellent organizational, analytical and planning skills. Ability to establish and maintain positive working relationships with other employees at all levels. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Ability to communicate and work effectively with faculty, staff, administration, students, elected officials and the general public. Knowledge of the Rolla community.

LEADERSHIP and COMMUNICATION SKILLS: Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal and communication skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments. Well-developed public speaking and presentation skills. Effective telephone skills.

DECISION-MAKING and ANALYTICAL SKILLS: Identify and express problems and develop solutions from alternative methods and procedures. Devise or modify methods and processes to solve specific problems. Adhere to college and department policies, procedures and practices. Perform job duties in safe and efficient manner.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Ellucian, ImageNow etc; use office machines such as copiers or calculators; use computers for data entry, word processing, spreadsheets, PowerPoint presentations, or custom applications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: Student Services Specialists, Enrollment Services Coordinators

SIGNATURES: I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

Supervisor Signature/Date

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