UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Director of Enrollment Services

DIVISION: Academic Affairs (Enrollment Services)

REPORTS TO: Vice Provost

GRADE: 18

SUPERVISES: Professional, clerical and technical support staff

BASIC FUNCTION:

Provides overall vision and leadership for the Office of Enrollment Services. Assures that appropriate coordination of processes occurs within the Office. Establishes short- and long-range plans for the integration and delivery of enrollment services. Manages and is responsible for the collection and deposit of all University receipts including student fees, research grant and contract revenues, student aid revenues and miscellaneous income. Manages all aspects of registration, student academic records and faculty services functions. Administers federal, state, institutional and private programs of student financial assistance in the areas of loans, grants, and scholarships. Optimizes the use of available resources, establishes budgetary priorities, and advocates for the office in the budget process.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supports the institution’s enrollment and retention goals by ensuring that outstanding customer service is provided by Enrollment Services.

Plans and develops enrollment processes.

Plans and develops student enrollment priorities and strategies in support of the University’s mission, goals, and business strategies.

Conducts Performance Assessments for Senior Associate Directors.

Approves master schedule and activities among enrollment service areas.

Participates in committee memberships and professional organizations. Manages inter/intra departmental relationships.

Responsible for developing a flat hierarchical organization structure where teamwork and team processing is valued.

Provides day-to-day management of Enrollment Services.

Supervises and participates in the preparation of statistical reports and evaluations of programs and services; oversees the preparation of applications for fiscal reports on federal, state, University and private student assistance funds.
Ensures the separation of disbursement and awarding activities to ensure fiscal integrity.

**OTHER DUTIES AND RESPONSIBILITIES:**

Oversees the student financial and academic record keeping processes of the University.

Responsible for the formation, management, delivery, and oversight of enrollment services.

Develops and implements new techniques and procedures designed to improve the efficiency and effectiveness of the office.

Manages the manual and automated service delivery systems.

Participates in the development of academic and administrative policy when appropriate.

Provides staff support for the Provost and Vice Provost, particularly in integrating enrollment services with academic programs.

Develops and maintains collaborative relationships with academic and administrative offices, and outside agencies.

Provides supervision of administrative staff members in the Office of Enrollment Services that motivates them to provide outstanding enrollment services.

Responsible for the management of student information functional and technical support services.

Within area of responsibility, oversee adherence to rules, regulations and procedures mandated and/or recommended by the NCAA and the University.

Performs other duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers, word processing, database management and spreadsheet software.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

Candidates shall possess an earned Master’s degree. Successful candidates are required to have: 1) at least ten years of significant, and increasingly responsible, supervisory experience in enrollment services; 2) a record of developing and implementing innovative and effective enrollment services initiatives; 3) a record of providing student- and faculty-centered enrollment services in a university environment; 4) a record of maintaining the accuracy and integrity of student academic records; 5) a record of communicating effectively with others (including the ability to prepare and present written and oral materials at all levels); 6) a record of managing, coordinating and supervising professional and support staff; 7) experience in planning and implementing student information systems; and 8) a sensitivity and commitment to issues of diversity.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**