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Developed by:.....HA;CJ
Reviewed by:.....DLJ
Approved by:.....LK
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Assistant Director, Enrollment Services
DIVISION: Academic Affairs (Enrollment Services)
REPORTS TO: Senior Associate Director, Enrollment Services
GRADE: 12
SUPERVISES: Enrollment Services Officers, clerical support staff, graduate assistants, and undergraduate students

BASIC FUNCTION:

Assist in the management of the day-to-day operations of Enrollment Services. Carry out a full range of enrollment services activities, specializing in student billing and collections. Under general guidance from the Senior Associate Director/Bursar, manage critical programs within the bursar specialty.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Directly supervise a staff of Enrollment Services' employees and student workers, and manage the activities of a cross-functional division to ensure that daily operational objectives are met and that personnel resources are properly allocated and supervised.

Serve as a management resource for the Enrollment Services' operation at the Providence Campus. In conjunction with the Providence Enrollment Services Officer, facilitate consistent adherence to policies and procedures followed in Kingston. Establish a regular schedule of on-site visits.

Maintain the separation of disbursement and awarding activities to ensure fiscal and operational integrity. Supervise the student billing process to include policy formulation and implementation, proper allocation of funds, collection/deferment of tuition and fee payment, tuition and fee assessment, and refunding.

Manage the in-person delivery of student services, including identifying impediments to providing exceptional service, and work to resolve issues that negatively impact service delivery.

Develop and maintain expertise related to critical functions within the billing and collection specialty. Serve as a management resource for bursar-related issues. Exercise discretionary judgment with regard to special circumstances and problem resolution.

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Maintain a close and interactive relationship with our contracted service providers (i.e., Higher One, BankMobile) and debt collection agencies. Coordinate efforts with these vendors to maximize services, minimize process inefficiencies, and research customer service concerns.

Serve as a technical resource for the PeopleSoft Student Financials module. Set-up and maintain the tuition calculation process, and related processes, within the SF module. Troubleshoot issues in conjunction with the Senior Associate Director for Student Systems and University Computing Services. Represent the Student Financials Team at technical meetings and conferences.

Facilitate cross-training efforts, promote communication across functional lines, and assist in the adaptation and implementation of emerging technologies within Enrollment Services. Work closely with the Senior Associate Directors and technical staff to develop training programs designed to meet advanced technology goals. Encourage participation in staff development programs.

Represent Enrollment Services at University functions, such as "Meet the University" programs, Freshman/Parent Orientation, and/or other University committee/advisory meetings. Write and design publications for use at these functions, as well as for mass distribution to current and prospective students.

Review and update Web page information in conjunction with the technical staff.

OTHER DUTIES AND RESPONSIBILITIES:

Develop and maintain a liaison with University, State, and Federal agencies and departments which interface with Enrollment Services' activities. Resolve related problems as they arise.

Serve as a member of the Enrollment Services' Management Team.

As necessary, meet with various campus groups, including ad hoc task force groups (the Faculty Senate, parents and students.)

Perform additional duties as required.

TOOLS AND EQUIPMENT:

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

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of four years of progressively responsible experience in general enrollment services administration (preferably at a research university); Minimum of one year of combined billing and cash handling experience; Demonstrated supervisory experience; Demonstrated organizational and analytical skills; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated

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ability to build relationships with students, faculty and staff; Demonstrated commitment to providing student and faculty-centered services in a university environment; Demonstrated ability to plan and implement technological change; Demonstrated computer systems experience (including, problem resolution); Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations and to communicate the interpretation to others; Demonstrated ability to prepare and present detailed studies and reports, including recommendations concerning the substance of the studies and reports; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Minimum of one year of management-level Bursar experience; and, Demonstrated experience with PeopleSoft.

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