

Job Code:.....100567 - 2012
Position #: (NUNC).(E).....
Developed by:.....BL; DL
Reviewed by:.....SG
Approved by:.....LK
Date:.....9/00; 4/12

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, leadership and oversight for the Office of Enrollment Services that supports the University's mission and vision. Supervises the areas of Financial Aid, Bursar, and Registrar. Responsible for timely and accurate processing of student records and enrollment, financial aid and scholarships, for payments, and for prompt communication with current and prospective students regarding financial aid, billing and registration. Ensures that all internal processes are efficient and effective, offers proactive solutions to continuously improve service, and responds to inquiries from students, families and on-campus constituents. Responsible for the customer service strategy for Enrollment Services. Establishes short- and long-range plans for the integration and delivery of enrollment services. Responsible for the collection and deposit of all University receipts, including student fees, student aid revenues, and miscellaneous income. Oversees the management of all aspects of registration, student academic records, and faculty services functions. Also oversees the administration of 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:

Provides day-to-day management of Enrollment Services. Responsible for the management, delivery, and oversight of enrollment services.

Provides supervision and leadership of enrollment services staff members and motivates them to provide outstanding service.

Ensures the separation of disbursement and awarding activities in order to protect fiscal integrity.

Ensures excellence in customer service, including prompt and accurate handling of incoming phone calls, website communication, and written and electronic communication.

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

Supports and enhances the concept of an integrated office for student services by continuously evaluating and improving services.

Utilizes strong interpersonal and communication skills to work effectively with a wide range of constituencies in a diverse community.

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

Responsible for developing and maintaining an organizational structure where teamwork, input and empowerment is valued.

Resolves concerns and complaints and implements proactive solutions to continuously improve service and minimize future issues.

Conducts performance assessments for Senior Associate Directors.

Approves master schedule and activities among Enrollment Services areas.

Serves on committees and participates in professional organizations. Manages inter/intra departmental relationships.

Supervises and participates in the preparation of statistical reports for internal and external constituents, and in the evaluations of programs and services; oversees the preparation of applications for fiscal reports on federal, state, University and private student assistance funds.

Develops proactive solutions related to policy procedures and information technology.

OTHER DUTIES AND RESPONSIBILITIES:

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

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

Provides staff support for the Provost, Vice Provost(s), and Faculty Senate, particularly with regard to the integration of enrollment services with academic programs.

Develops and maintains collaborative relationships with all University divisions, as well as the URI Foundation and various outside agencies.

Coordinates the use of technology to enhance services and create efficiencies within the organization.

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

Within area of responsibility, oversee adherence to rules, regulations and procedures related to Veterans' Certification and Affairs, and NCAA compliance.

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:

REQUIRED: Earned Master's degree; Minimum ten years of increasingly responsible, supervisory experience in enrollment services-related fields such as Financial Aid, Bursar and Registrar; Demonstrated commitment to issues of diversity; Demonstrated record of developing and implementing innovative and effective enrollment services initiatives; Demonstrated record of customer service improvement and enhancement; Demonstrated record of maintaining the accuracy and integrity of student records; Demonstrated record of communicating effectively with others, including the ability to prepare and present written and oral materials at all levels; Demonstrated supervisory experience; Demonstrated experience updating and optimizing the use of integrated student information systems, such as PeopleSoft, Banner, Datatel; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience in Higher Education.

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