



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

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| TITLE | Associate Director Records |
| POSITION NO. | 501567 |
| LOCATION | Lincoln |
| REPORTS TO | Director Records |
| GRADE | CCRI PSA 14 |
| WORK SCHEDULE | Non-Standard: 35 hours per week; normally Monday through Friday; Evening and weekend work required as assigned. |
| SUPERVISES: | Professional, clerical staff and/or student staff. |
| REVISION DATE | May 2017 |

JOB SUMMARY:

Supervise the Enrollment Services Office at the assigned campus including but not limited to day-to-day activities, providing leadership and training for the evaluation and decision process, assessment and maintenance of automated on-line programs, as well as the recommendation and formulation of appropriate policies and procedures. Serve as the Record's Department lead point of contact and responsible for the Verification of Enrollment (VOE) process, policies, and outcomes. This position is expected to possess significant leadership responsibilities and is the subject matter expert for, but not limited to, transfer assessment, transfer articulation, maintenance of transfer records, other records/transfer related activities, and VOE procedures and practices. He/she serves as a member of the senior staff Records team.

DUTIES AND RESPONSIBILITIES:

- Provide next line leadership for the Records Office, at the assigned campus, in the absence of the Director. Assist the Director with official records requests (i.e. court orders, review of student's records, etc.). Carry out projects and assignments as necessary and required by the College. Manage data and provide reports as requested by the director or other representative of the College or System.
- Serve as the specialist and/or overall coordinator for a variety of records functions, such as, but not limited to, transfer credit evaluation, maintenance of transfer records, and management of on-line databases for transfer management and assessment.
- Review and recommend records policies and procedures and the development and implementation of enrollment services activities and strategies as a member of the senior staff team.
- Plan and organize events related to records and/or transfer on an annual basis, including serving as chair or coordinator, participates in On-the-Spot Transcript Review.
- Responsible for cross-training records staff in his/her areas of specialization including such areas as evaluation of transfer records, graduation applications and transfer credit evaluation, etc.
- Serves as primary signatory for enrollment services on college articulation agreements.
- Manage the statewide Reverse Transfer Program (RTP) and all associated duties and responsibilities necessary to run this program as well as similar programs. Including, but limited too, creation and maintenance application, landing page, monitoring email and phone calls, serving on committees as needed, advising students and reporting.
- Evaluate college transcripts for new and continuing students. Make records decisions based on academic program and graduation requirements. Manage the prior approval transfer records process for continuing students.
- Serves as a liaison with admissions, advising & counseling and other offices on issues related to transfer and other records related programs, to-and-from CCRI.
- Serves as primary enrollment services contact for college articulation agreements; responsible for the coordination, implementation and review of new and current college articulation agreements; including publicizing information on the Colleges' website and Catalog.
- Manage the joint admission programs with private colleges and universities, including, the Guaranteed Admission and Tuition Agreement – GATA program, the Affordable Business and Leadership Education Agreement – ABLE program, etc. Including, the creation and maintenance of agreements, tracking documents

to monitor success of programs and applicant's status. Work in concert with representatives from the 4-year institutions to promote the benefits of the agreements.

- Serves as primary liaison with academic affairs on issues related to program-to-program/course-by-course breakdowns for transfer and other related records department agreements. Oversee the processing of course substitutions or academic adjustments submitted by academic chairs/deans for graduation.
- Represent the College in a variety of leadership roles both on and off campus, including the Office of Higher Education, local schools, etc. Co-coordinates all aspects of the New England Board of Higher Education program.
- Maintain the office and College's Transfer Guide in the Transfer Equivalency System (TES, including, but not limited to AP/CLEP information). Works with the college community regarding annual State transfer meeting and reviews all changes submitted by all State institutions. Act as liaison with vendors (i.e. College Source) to ensure that transfer service contracts are maintained and up-to-date.
- Manage, create, and maintain the life experience and portfolio (LEAP) course catalog within the Banner system. Oversee the posting of military credit, challenge exams and other PLA credit awards. Track in the Banner system, students that have submitted an official college transcript and who have also earned a bachelor's degree at another institution.
- Assist in coordinating records activities with the functions, policies and procedures of other administrative offices, academic departments, the Marketing and Communications Department, committees and personnel.
- Act as Web Content Manager for the Enrollment Services Office, including but not limited to, Transfer, and Records Webpage. Serves as primary contact for State's Transfer website, as well as other related Records/Transfer sites, policy updates, and related materials.
- In conjunction with other Records members, provide onsite demonstration of DW functionality for staff and faculty as needed. Assists with maintenance of Superuser/Registrar Access to Degree Works system, including authority to manually "push" degree audits for on-the-spot access.
- Manage the Inter-institution student exchange program, including organizing with various college departments such as Financial Aid, Bursar, etc., review all applicant's paperwork, register students for the program, track documents and update student's records accordingly. Plus, serve on the statewide Interinstitutional Transfer Articulation Committee.
- Serve as the primary college-wide contact and subject matter expert on the Verification of Enrollment (VOE) process including responsibility for the development, maintenance, and execution of all related communication, data workflows and guidelines to students, instructors, and staff.
- Implement best practices, policies, and procedures and continuously assess for improvement including VOE Banner 9 (or similar) features and processes. Keep policies, procedures and practices current with related technology upgrades and enhancements. Collaborate with Academic Deans, Chairs, faculty, other Student Affairs staff such as Financial Aid to continuously improve VOE process, policies, and practices.
- Partnering with the Director of Records, maintain the Verification of Enrollment (VOE) processing calendar for each term, including part-of-term course offerings. In addition, coordinate the VOE communication plan and messages that are sent to students related to VOE. Review and update Banner tables for appropriate "no show" reporting and re-enrollment dates.
- Process daily VOE submissions for the various POT each semester: run Banner process, export and organize data, provide summary of key enrollment information for the distribution to Vice President of Student Affairs, Dean of Enrollment Management, Academic Deans, and Chairs.
- Serve as liaison with Financial Aid and other departments for issues related to VOE.
- Other related duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

Personal computer systems and software, telephone, calculator, imaging, fax and copy machine.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's degree required in related field.
- Minimum of three years of successful full-time work in records/transfer, enrollment services and/or admissions at a college/university
- Demonstrated ability to represent the College positively and effectively with prospective students, faculty, staff, alumni, media, and the public.

- Demonstrated ability to write and speak effectively.
- Demonstrated ability to work with computer-based systems and software. Evidence of commitment to professional growth and development in college enrollment services

PREFERRED QUALIFICATIONS:

- Knowledge of computerized student information system strongly preferred.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.