

ENROLLMENT SERVICES COORDINATOR

BASIC FUNCTION

Coordinates placement testing and the implementation of alternative placement methods and performs matriculation services which do not require the professional competencies of a credentialed counselor; acts as a District enrollment liaison to faculty, campus departments, and other educational institutions; manages data and performs reporting and research; and assumes responsibility for the quality, consistency, and complexity of placement testing throughout the District.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers and may coordinate the work of classified professionals.

CLASS CHARACTERISTICS

This classification is responsible for providing professional level support to the District's enrollment services programs, including placement, student onboarding, and matriculation. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Collaborates with District departments and Institutional Research on the development, implementation, and evaluation of pilot projects, services, and programs for enrollment, placement testing, and student onboarding with department leaders across the District to ensure consistency of procedures.
2. Monitors placement procedures to ensure that they are compliant with federal, state, District, and campus regulations and policies; coordinates with Institutional Research and faculty to maintain compliance with California Chancellor's Office requirements for approved test instruments.
3. Collaborates to evaluate, develop, and implement alternative and/or additional placement methods and student pathway surveys.
4. Establishes, monitors, evaluates, and revises assessment testing procedures and procedure manuals; ensures communication between the Learning/Engagement/Welcome Centers; assists in advising students and administering tests and surveys.
5. Conducts regular assessment testing training sessions across the District; collaborates in establishing, executing, and evaluating regular events/processes such as program review and recruitment/onboarding.
6. Works in the administration of a variety of assessment tests on campus and local high school sites; collaborates with disciplines to establish retest, appeals, and challenge policies.
7. Works with Admissions and Records in the intake of dual enrollment students, including reviewing applications, high school transcripts, and concurrent admissions requirements.
8. Collaborates with a variety of District support and academic services to maximize resources and services to students; works to ensure the smooth transition of students through the matriculation process and guided pathways.
9. Advertises assessment schedules; disseminates changes to federal, state, District, and college

- regulations, policies, and procedures.
10. Establishes and maintains relationships with local high school representatives and community organizations to facilitate testing services, application workshops, and/or outreach partnerships; conducts general follow-up with students and parents on inquiries and provides information to help students and families understand the enrollment process.
 11. Performs applications specialist support in the field of placement testing by troubleshooting existing computer programs and evaluating new technology for proposed adoption of hardware or software; performs various programming tasks, including authoring and maintaining complex logic rules associated with computerized placement testing.
 12. Collects, compiles, and maintains a database of placement data, enrollment data, and holistic student support survey data for use in research, reports, and presentations; prepares and presents summary reports and provides meaningful interpretations for the benefit of students; modifies or creates new databases, as needed, for modernization and changing departmental program needs, such as database interfaces and reprogramming database functions.
 13. Serves as the District's assessment testing representative with District and college departments, state agencies, community colleges, and local adult schools and high schools.
 14. Reviews District published materials; drafts any necessary changes to assessment testing information and maintains information on departmental webpages.
 15. Participates in District-provided in-service training programs.
 16. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of a comprehensive college assessment program.
2. Admissions and records policies and procedures.
3. Assessment testing tools and processes.
4. Innovative, alternative placement services available for students.
5. Testing and assessment program quality control processes and evaluation methods.
6. Current trends and best practices for placement testing and student needs assessment.
7. Technology trends in student and placement services.
8. Operational characteristics and capabilities of assessment related software programs.
9. Advanced knowledge of typical PC-based database programs and programming logic.
10. Matriculation policies and procedures in higher education.
11. Methods and techniques of developing training materials and conducting training sessions.
12. Principles and practices of public speaking.
13. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
14. Research principles and practices.
15. Mathematical skills.
16. General business office administrative procedures.
17. Recordkeeping principles and practices.

Ability to:

1. Provide specialized support to the District's student testing and assessment program.
2. Understand, interpret, and apply mandated and District policies, rules, and regulations in assigned program areas.
3. Provide leadership in the areas of assessment testing and enrollment services.

4. Conduct training sessions across the District on the testing and assessment program,
5. Assist students in navigating through the enrollment process.
6. Provide technical support in the administration and maintenance of testing software.
7. Compile data and develop testing reports and assessment outcomes.
8. Coordinate assessment services with District departments and external educational institutions.
9. Develop website content for the testing and assessment program.
10. Generate and maintain accurate testing assessment and records.
11. Establish and maintain filing, recordkeeping, and tracking systems.
12. Maintain confidential and comprehensive files and records.
13. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
14. Exercise independent judgment within general policy and procedural guidelines.
15. Maintains an understanding of current ideas, research, practices, and federal and state regulations related to assessment testing through continued study and participation in national and state professional organizations.
16. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
17. Communicate effectively in the course of performing work tasks.
18. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
19. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
20. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

A bachelor's degree in education assessment or a related field and five (5) years of progressively responsible experience providing professional support to a student services program with an emphasis in enrollment and/or matriculation or placement assessment programs; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbent with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.