

Coordinator, Enrollment Services  
Foothill-De Anza Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=237502>

Downloaded On: Jun. 30, 2024 5:46am

Posted Jun. 13, 2024, set to expire Jun. 1, 2025

<b>Job Title</b>	Coordinator, Enrollment Services
<b>Department</b>	Staff
<b>Institution</b>	Foothill-De Anza Community College District Los Altos Hills, California
<b>Date Posted</b>	Jun. 13, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Coordinator
<b>Academic Field(s)</b>	Admissions/Student Records/Registrar
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5327226">https://apptrkr.com/5327226</a>

**Apply By Email**

**Job Description**

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**Coordinator, Enrollment Services**

HR EMPLOYMENT/CAREERS

**Closing Date: 05/21/24 \*\***

**\*\*Any complete applications received after the review date will only be forwarded to the hiring committee at their request.**

**Salary Grade:C1-55**

**Starting Salary:**

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\$6,963.28 (per month) plus benefits

**Full Salary Range:**\$6,963.28 - \$9,327.52 (per month)

The Foothill-De Anza Community College District is currently accepting applications for the classified position above. We are looking for a **Coordinator, Enrollment Services**.

The Foothill - De Anza Community College District does not have a remote work policy. All employees are expected to be available to work in person and on-site per the requirement of the department.

All interviewing costs incurred by applicant are the responsibility of the applicant.

**Foothill - De Anza Community College District Mission Statement:**

The mission of the Foothill-De Anza Community College District is student success and educational excellence. The district and its colleges provide access to affordable, quality educational programs and services that develop a broadly educated and socially responsible community that supports an equitable and just future for California and the global community. Every member of our district contributes to a dynamic instructional and learning environment that fosters student engagement, equal opportunity, and innovation in meeting the various educational and career goals of our diverse students. Foothill-De Anza is driven by an equity agenda and core values of integrity, inclusion, care for our students' well-being, and sustainability.

**De Anza College Mission Statement:**

De Anza College provides an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world.

De Anza College fulfills its mission by engaging students in creative work that demonstrates the knowledge, skills and attitudes contained within the college's Institutional Core Competencies:

- Communication and expression
- Information literacy
- Physical/mental wellness and personal responsibility
- Civic capacity for global, cultural, social and environmental awareness
- Critical thinking

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**JOB SUMMARY:**

Reporting to the dean of enrollment services, this coordinator position is a lead for the Admissions and Records (A&R) Department. The coordinator, enrollment services position will provide general direction to staff and temporary employees in the areas of college applications, residency, registration, enrollment verifications, records, and other processes relating to enrollment services. This position will also oversee--and be an active participant in--

- Both the in-person and zoom student help desks
- Answering inquiries from general department email accounts
- Responding to a high volume of phone communications
- Planning and hosting enrollment services process trainings for staff, faculty, students, and the public

The candidate for this position should have experience coordinating a large team that is responsible for many complex tasks; be confident when handling complaints; be able to provide excellent customer service; and be interested in solving problems both independently and with a team. The ideal candidate will also have previous technology experience with Banner or other student information systems (SIS). Finally, this position will oversee the enrollment services student employee team and provide help to De Anza's prospective, new, current and graduate students.

This position will be scheduled in-person Monday through Thursday 8:30AM to 5PM; Friday 8:30AM to 1PM; and other weekly contract hours may be scheduled remotely pending the dean's approval. Evening hours and special event hours may also be required with advanced notice.

**DEFINITION**

Under general direction, plans, organizes, and coordinates daily operations of the Admission and Records Office, and provides a variety of complex student support services in accordance with District admission and registration policies; provides information and assistance to students and the public regarding registration, student records, and admissions; and performs related duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Dean, Enrollment Services. Provides technical and functional

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direction to assigned staff.

## **CLASS CHARACTERISTICS**

This is the coordinator class in the Admissions and Records department. The duties involved include overseeing, reviewing, evaluating, and verifying grade rolls, special project student contracts, attendance records, census certifications, and transcripts. Positions work on tasks that are varied and complex, requiring the use of considerable discretion and independent judgment in performing assigned work, or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Dean, Enrollment Services in that the latter is responsible for policy, procedural, supervisory, and budgetary decisions as well as training of staff in all aspects of enrollment management.

## **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

1. Plans, organizes, coordinates, and oversees clerical work associated with the Admissions and Records office; evaluates and improves processes and procedures.
2. Oversees, reviews, evaluates, and verifies grade rolls, special project student contracts, attendance records, census certifications, and transcripts.
3. Provides information to faculty and staff regarding procedures for recording and submitting attendance and grades; provides guidance regarding interpretation and enforcement of guidelines, policies and legal requirements; ensures state, federal, college, and District policies are being adhered to and met.
4. Certifies all census, grade, and positive attendance documentation is submitted and reviewed for accuracy, ensuring data integrity.
5. Coordinates data security requests for student information database access; oversees Family Education Rights and Privacy Act (FERPA) Training for all new employees; verifies completion of training and collects required documentation; reports training completion to Educational Technology Services (ETS) in order for ETS to assign security access to the student information database.
6. Oversees complex student information database; communicates with ETS to update the database to comply with state mandates; coordinates with ETS to troubleshoot, review, test, and modify system problems.
7. Coordinates with college cashier to remove holds and adjust fees.

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8. Coordinates and oversees the collection and filing of test results; confers with the Assessment Department regarding students referred for placement tests.
9. Assists in the development and implementation of Student Services Learning Outcomes (SSLO's) required for accreditation.
10. Hires, trains, and provides direction to work study student employees.
11. Communicates with administrators, personnel and Third-Party vendors to coordinate activities and programs; resolves issues and conflicts and exchanges information.
12. Answers questions from and provides support services to students and visitors regarding registration, admissions, student records, and other student services policies and procedures of the District; processes adds, reinstatements, transfers, transcripts, and other student services requests.
13. Compiles information and data for various reports; checks and ensures accuracy of the data.
14. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
15. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
16. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
17. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
18. Screens calls, visitors, and incoming mail; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
19. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
20. Learns and applies emerging technologies related to the area of assignment.
21. Performs related duties as assigned.

## QUALIFICATIONS

### Knowledge of:

1. Student admissions and records rules, processes, and procedures of a college.
2. General education course information for eligibility process and graduation review.
3. Research and reporting methods, techniques, and procedures.

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4. Principles and practices of data collection and report preparation.
5. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
6. Modern office practices, methods, and computer equipment and applications.
7. Record keeping principles and procedures.
8. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
3. Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
4. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
5. Respond to and effectively prioritize multiple phone calls and other requests for service.
6. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
7. Make accurate mathematical and basic statistical computations.
8. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
9. Coordinate and oversee programmatic accountability and regulatory reporting activities.
10. Establish and maintain a variety of filing, record keeping, and tracking systems.
11. Organize own work, set priorities, and meet critical time deadlines.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.

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15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**MINIMUM QUALIFICATIONS:**

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be equivalent to an Associate's degree from an accredited college **AND** five (5) years of general office clerical experience, including three (3) years of performing duties in student records and/or an admissions office, or two (2) years of experience equivalent to Enrollment Services Specialist at the District.

**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 is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions 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 up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL ELEMENTS**

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Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**APPLICATION PACKET:**

1. A District on-line application on <http://hr.fhda.edu/careers/>. \*In the application, you will provide information, which demonstrates your understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff. Additionally, you will be asked to explain how your life experiences, studies or work have influenced your commitment to diversity, equity and inclusion.
2. A cover letter addressing your qualifications for the position.
3. A current resume of all work experience, formal education and training.

**If any required application materials are omitted, the committee will not review your application. Items not required (including reference letters) will not be accepted. For full-consideration, all application packets must be received by 11:59 pm on the closing date.**

**Please allow yourself ample time to complete your application and resolve any technical difficulties that may arise with your submission. We do not guarantee a response to application questions within 48 hours of the closing date. You may also visit our "Applicant Information" to assist with technical difficulties at: <http://hr.fhda.edu/careers/a-applicant-instructions.html>**

**CONDITIONS OF EMPLOYMENT:**

**Position:** Full-Time, Permanent, 12-months per year

**Starting date:** As soon as possible upon completion of the search process.

Excellent benefits package which includes medical coverage for employee and eligible dependents, dental, vision care, employee assistance program, long term disability, retirement benefits and basic life insurance. For information on our benefits package that includes medical for employees and dependents, visit our web site: <http://hr.fhda.edu/benefits/index.html>.

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Employment Services no later than the closing date of the announcement.





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The successful applicant will be required to provide proof of authorization to work in the U.S.

For more information about our application process contact:

Employment Services

Foothill-De Anza Community College District

12345 El Monte Road

Los Altos Hills, California 94022

Email: [employment@fhda.edu](mailto:employment@fhda.edu)

<http://hr.fhda.edu/>

To apply, visit <https://fhda.csod.com/ux/ats/careersite/4/home/requisition/1623?c=fhda>

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact

Staff

Foothill-De Anza Community College District

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