

Director, Admissions and Records
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=250350>

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Posted Dec. 12, 2024, set to expire Apr. 5, 2025

Job Title	Director, Admissions and Records
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	Dec. 12, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Admissions/Student Records/Registrar
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Job Description

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Position Number:CM-189-2024

Division: Student Services

Department: Admissions & Records

FTE: 100

Term (month/year): 12 months/year

Annual Salary Step Range: \$172,032 - \$199,428

Initial Screening Date: 02/24/2025

Open Until Filled: Yes

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Position Description

Position Overview:

Definition:

Under administrative direction, plans, organizes, and coordinates the activities of Admissions and Records, which includes enrollment, registration, records management, evaluating and awarding degrees and certificates, document imaging, storage, and retrieval; supervises the process for incoming transcript processing and evaluation as well as outgoing transcript issuance, enrollment, verifications, and residency determination; coordinates subpoena and records requests processes and procedures; supports management in the collection and vetting of enrollment data related to the Apportionment Attendance Report (CCFS-320) submissions and annual audit processes; supervises assigned staff and functions via a student-centered approach in service of helping students meet their educational goals.

Supervision Received and Exercised:

Receives administrative direction from the assigned managerial personnel. Exercises direct and general supervision over assigned staff.

Class Characteristics:

This is a management classification in the Admissions and Records functional area that exercises independent judgment on diverse and specialized admissions, records management, application and registration, and other functions. This position has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent organizes and oversees aspects of the day-to-day admissions and records management and processing, including evaluating and awarding degrees and certificates, evaluating transcripts, residency determination, reporting, and record-keeping activities, and is responsible for providing professional-level support to management in a variety of areas. Responsibilities include admissions application processing, registration processing, oversight of both incoming and outgoing transcripts, residency determination, student records, subpoena and warrant requests, document imaging, hiring, and training.

Examples of Essential Functions(Illustrative Only):

1. Plans, manages, and oversees the operations and activities of the Admissions and Records department, develops training programs, and ensures the maintenance and confidentiality of

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student records in alignment with Family Educational Rights and Privacy Act (FERPA); recommends improvements and modifications and prepares various reports on operations and activities, including workload and workflow statistics; assists students in resolving admissions, records, registration, and evaluation issues.

2. Develops, plans, and coordinates the registration procedures for the College, including the preparation of registration data; directs and participates in all mandated federal and state reporting of student information and related data including federal and state audits; investigates, troubleshoots, and resolves data issues to assure data integrity.
3. Supports and participates in the development and enhancement of enrollment modules, integrated data management systems, and online applications such as CCC Apply, student portal registration, and student record files; maintains liaison with the Information Technology Department regarding all aspects of admission and records data, work-related reports, and programs and services.
4. Develops and coordinates the admissions, records, and related sections of College publications, including the College catalog, class schedule, student portal, and various other web pages; establish and implement an effective registration appointment calendar and schedule.
5. Fosters a collaborative and student-centered work environment; leads the team in responding to student inquiries and resolving issues related to admissions, registration, and records; and develops communications with students about deadlines, procedures, and requirements.
6. Develops training programs designed to introduce, support, train, and retrain various campus constituents on effective utilization of the various computing systems that support the admissions, registration, and successful enrollment of students; processes in Admissions and Records; and regulations that provide guidance admissions and records processes.
7. Participates in the development and implementation of goals, objectives, policies, and procedures; ensures accuracy and alignment with federal and state laws, education code, and regulatory requirements to maintain, update, and administer policies and procedures; plans, coordinates, and carries out special projects as assigned.
8. Monitors activities of the assigned work unit; determines and recommends staffing needs for assigned activities and projects; prepares cost estimates and staffing requirements with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance, including workload and workflow statistics.
9. Oversees and participates in the reviewing and processing of forms, including instructor grade changes, enrollment verifications, general Petitions for Exceptional Action, and residency reclassification requests in accordance with College policies as well as state and federal regulations.
10. Oversees the maintenance, imaging, and storage of student records; oversees the distribution and collection of attendance and grade rosters, where appropriate.

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11. Supervises the verification process of various external organizations, courts, legal processes, and other governmental agencies as required.
12. Investigates complaints and sensitive/confrontational issues and recommends corrective actions to resolve issues.
13. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
14. Assists with the development and preparation of the departmental budget.
15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
16. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, and local policies, and Board Policies and Administrative Procedures.
19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
21. Performs other related duties as assigned consistent with the scope of the position.

Qualifications

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. General regulations, laws, and policies pertaining to admissions, registration, and student records activities.
4. Electronic data processing and records management systems, including, but not limited to, imaging systems, degree audits, and online forms processing.
5. Budgetary methods and procedures.
6. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.

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7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
9. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills and Abilities:

1. Implement, advocate for, and communicate the Colleges vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with, ethics, tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Establish and maintain a variety of filing, record-keeping, and tracking systems.
6. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
9. Communicate effectively through various modalities.
10. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Read, analyze, and apply complex written materials.
12. Understand and carry out oral and written instructions.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
14. Establish, maintain, and foster positive and effective working relationships with those contracted

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in the course of work.

Education and Experience:

1. Masters degree from a regionally or nationally accredited four-year college or university with major coursework in business, education, public administration, or a closely related field and;
2. Four (4) full-time equivalent years of increasingly responsible experience related to admissions, records, and enrollment management at an institute of higher education, including at least two (2) years of supervisory or oversight experience.

Desirable Qualifications:

1. Ability to speak, read, and write one or more of the following languages (Cantonese, Korean, Mandarin, Spanish, or Vietnamese).
2. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI), and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); or
3. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (ANNAPISI).

Licenses and Certificates:

Possession of, or ability to obtain, a valid California drivers license by time of appointment.

To apply, visit <https://hrjobs.mtsac.edu/postings/13079>

Our Mission: The mission of Mt. San Antonio College is to support all students in achieving their educational goals in an environment of academic excellence. Specifically, the College is committed to providing quality education, services, and workforce training so that students become productive members of a diverse, sustainable, global society. The College pledges to prepare students for lifelong learning through the mastery of basic skills, the achievement of associate degrees and certificates, and the completion of career and transfer pathways. The College will carry out this commitment by providing an engaging and supportive teaching and learning environment for students of diverse

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origins, experiences, needs, abilities, and goals. The College is dedicated to serving our community through improving economic achievement, advancing civic engagement, enhancing personal well-being, promoting critical thinking, and enriching aesthetic and cultural experiences.

Our Vision: Mt. San Antonio College strives to be regarded as one of the premier community colleges in the nation. We will be viewed as a leader in community college teaching, programs, and services. As a premier community college, we will provide access to quality educational programs and services, focusing on student success within a climate of integrity and respect. We will earn this reputation by consistently exceeding the expectations of our students, our staff, and our community.

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

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Contact Information

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

Contact

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