

## Colorado Mountain College Position Description

Title: Campus Coordinator of Enrollment Services  
FLSA Classification: Non-Exempt  
Hiring Salary Range: \$54,283.90 - \$60,315.44 (\$26.10 - \$29.00)

### Primary Responsibility

Under the general supervision of a designated campus administrator, the Campus Coordinator of Enrollment Services serves in a leadership role for enrollment and registration. This position is responsible for departmental coordination to ensure successful and accurate enrollment and registration for students which requires integration and coordination with academic and student services, financial aid, testing, scholarships and CEPA.

The position requires a high level of independent action and technical knowledge focused on enrollment, registration, administrative and support service duties. Determines procedural methods of work, coordinates and supervises phases of work of others.

### Pre-requisites for Position (Qualifications Standards)

Education and experience sufficient for the rigors of the position. Examples may include a Bachelor's Degree and three years related experience, or equivalent education and experience that will provide the necessary knowledge, skill and abilities to perform the functions of the position.

Special Skills or abilities related to position: work cooperatively with internal and external parties; develop and organize events; strong written, verbal, and presentation skills; analytical and interpersonal skills; and the ability to multitask.

Knowledge of: current principles, practices, and trends in admissions, marketing, and higher education. Variety of standard administrative and business methods and procedures; standard Microsoft Office software. Familiarity with software such as Access, Publisher, Photoshop, and Indesign beneficial.

Ability to: read, write, speak, and understand English well; operate variety of office equipment; proficient in computer applications, including word processing, spreadsheets and electronic mail; multi-task; meet deadlines; strong verbal, organizational, and interpersonal skills.

Welcoming. Innovative. Focused on Student Success. These principles reflect the soul of CMC. They guide us in building our teams, cultivating leaders, and expanding our approaches and mindset. They guide us to be an institution of higher education that's the right fit for every faculty member, staff, student, and community member in its trust. Applicants must demonstrate a commitment to working effectively with students, employees, and community members of all backgrounds.

Bilingual (English/Spanish) or conversational language abilities are preferred.

### Essential Duties

1. Supervision of front office operations, team members and certain campus student support service functions. Responsibilities include but are not limited to duties such as:
  - Supervision of full time and part time front desk staff and front office operations. Create a tone for the first impression of the college by positive, engaging, compassionate leadership. Spearhead hiring committees for enrollment services and work closely with HR; coordinate staff work hours to ensure customer service is at a maximum during peak and quiet times; approve leave requests; evaluate staff performance; provide coaching and discipline to staff as required. Review and approve time sheets.
  - Create and implement procedures in order to ensure organizational effectiveness/efficiency such as registration work flows.
  - Trouble shooting and problem solving.
  - Promote Customer Service; Provide training; Coordinate and supervise phases of work of others. Help develop more efficient and effective systems. Communicate information throughout campus as needed. Provide direct support services that may include but are not limited to any of the following: preparing maintaining, verifying, distributing documents and student records, generating reports.
  - Oversee, monitor and prepare annual budget for the enrollment services department
  - Order campus office and educational supplies, assess and collect fees and tuition, monitor maintenance of office equipment including computers and copiers. Recommend facility and equipment needs.
2. Coordinate and organize designated student support services, working with Central Services departments such as the registrar, testing, scholarships, financial aid and other campus team members such as counseling, student support, disability and financial aid. Work closely with accounts manager to solve issues with student accounts. With help of team, organize all student information files and maintain data bases to insure accurate information.
3. Assist in coordinating programs, projects, events and special activities at the campus.
4. Work as part of campus team to suggest classes or programming to increase enrollment or retention, using data from Institutional Research and other sources, and observe trends that will provide information that encourages student success.
5. Serve on committees, task forces and special projects such as scholarship, (Hero and No Barriers), graduation and CEPA. Attend and lead meetings with staff and departments.
6. Work with marketing and communications; assist in development and or production of promotional materials at campus; maintain store inventory.
7. Other duties as assigned.

Supervision Received

This position receives general supervision from a designated administrator.

Supervisory Responsibility

This position is responsible for supervising others in the department which includes assigning work, approving work schedules and leave time, and performance evaluation

Special Conditions of Employment

Successful completion of a background check including motor vehicles records report is required. May require travel within the college district, altered work schedule and/or occasional evening/weekend hours. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned.

Working Conditions

This position may require constant sitting, occasional standing, walking and driving; occasional climbing, balancing, stooping, bending, squatting; frequent handling objects, pushing/pulling, and reaching with hand/arms; and constant finger movements; occasional lifting, carrying, pushing/pulling up to 25 lbs.; ordinary talking, hearing and vision capabilities; constant reading/comprehending, writing, communicating orally, reasoning/analyzing, and frequently performing calculations. Work is performed using a computer and standard office equipment, and occasionally specialized equipment such as a document binding machine.

HR Reference Information:	
Position group and code:	500000 70% and 325000 30% - codes updated 082019
Date of review:	4.20.2017; range 11022022

110.66346.99

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employee may perform other related duties as required to meet the ongoing needs of the organization.