

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: ENROLLMENT SPECIALIST - DUAL ENROLLMENT

SALARY TABLE: 29

SALARY RANGE: 36

BASIC FUNCTION:

As directed by an assigned administrator, Enrollment Specialists are responsible for coordinating a variety of outreach, recruitment, program advisement, pre-enrollment, assistance and support services to facilitate, enhance and assure smooth and successful student enrollment at the College. Duties will include identifying matriculation errors and issues and collaborating with appropriate departments to resolve issues in a timely manner; working with students and High School site Career Technicians to coordinate and troubleshoot issues within the California Community College application system and liaison technical support with Admissions Technicians.

DISTINGUISHING CHARACTERISTICS:

Dual Enrollment/Early College Specialist(s) must collaborate with high school and junior high faculty/counselors, staff and administrators. Within SBCC, the position leads and monitors work across multiple departments including Assessment, Transcript Evaluation Office, DSPS, Admissions and Records, Enrollment Services, and Counseling.

The Dual Enrollment Program ensures the longevity and stability of dual enrollment pathways.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Develop, coordinate, and participate in a variety of community outreach and recruitment functions that include implementing and conducting recruitment and outreach activities, recruitment visits, and other special events; coordinate, arrange and participate in ongoing school visits and events to recruit students and promote the College.

Monitor the attendance, goals of participants; collaborate with students to develop and implement individual goals and strategies; assist students with enhancing a variety of skills related to student success activities; advise students concerning individual progress.

Participate in travel and conferences to recruitment fairs to promote SBCC programs and services.

Recruit, train, supervise and provide work direction to assigned student and hourly workers, peer advisors, consultants or other personnel assigned to the department; coordinate and schedule work hours and complete timesheets as assigned.

Serve as a liaison for and coordinate communications and information between various departments, personnel, faculty, administrators, students, parents, high schools, colleges and various outside agencies; collaborate with others in the development and implementation of short-term and long term student plans, goals, objectives, calendars, services and activities.

Assure proper and timely resolution of program issues, conflicts and discrepancies.

Provide consultation concerning Dual Enrollment Programs related services; respond to inquiries, resolve issues and conflicts, and provide detailed and technical information concerning related courses.

Coordinate the planning, facilitating, and implementation of events for prospective and new students, parents, and community members to provide information about the college, application process, SBCC policies and procedures, student rights and responsibilities, college support services and programs.

Prepare and conduct workshops and formal presentations for Dual Enrollment/Early College program(s) to local community organizations, private and public schools and other recruiting sources as directed.

Develop and deliver outreach marketing materials, pre-enrollment packets, and event advertising; manage website outreach information.

Utilize designated software to identify student needs regarding the enrollment process; analyze enrollment status of incoming students; prepare and maintain a variety of related records and reports.

Coordinate the compiling of information, preparation and maintenance of records and reports related to student goals and progress.

Provide support to SBCC Adult High School/GED dual enrollment applicants, and inform of dual enrollment process for completing steps to enrollment and submission to Admissions and Records.

Collaboration with District and High School site leads to plan and implement course offerings including numbers of courses per semester.

Work with scheduling office to ensure accuracy of date, time and instructor of record; work with

the assigned administrator to verify registration numbers for school sites to pay instructor and District stipends.

Provide ongoing coordination for Summer bridge programs including managed enrollment support, and outreach. Work with various departments to coordinate book and mandatory fees grants for program participants.

Develop programs to decrease gaps in access to and success in dual enrollment opportunities. Monitor data to assess interventions. Ensuring student success among economically disadvantaged; Ethnicity; First-Generation; Black or African American and HSI students.

Monitor inventory levels of office and assessment supplies; order, receive and maintain an adequate inventory of supplies.

Attend, participate and coordinate in assigned meetings, conferences and training sessions.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Student guidance principles and practices

Customer service

Campus tours objectives

Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.

Oral and written communication skills

Interpersonal skills using tact, patience, and courtesy

Modern office practices, procedures, and equipment

Research methods and report preparation techniques

Record-keeping techniques

Correct English usage, grammar, spelling, punctuation, and vocabulary

Knowledge of enterprise resource program (ERP) related to student data

Operation of a computer and assigned software

ABILITY TO:

Participate in a variety of outreach, recruitment and new student orientation functions including program advisement, pre-enrollment, orientation and support services to facilitate, enhance and assure smooth student enrollment at the College

Ability to effectively serve the needs of a diverse college work and student environment.

Participate in providing consultation and assistance to prospective and current students, parents and the public concerning College admissions, enrollment, programs and services

Participate in travel for outreach services

Ability to work evenings and weekends when required for special events
Assist program participants with obtaining and maintaining program enrollment
Monitor the attendance, goals, and progress of program participants
Understand and relate to students with special needs
Learn department and program objectives and goals
Interpret, apply and explain rules, regulations, policies, and procedures.
Communicate effectively both orally and in writing and make presentations
Establish and maintain cooperative and effective working relationships with others
Compile and verify data and prepare reports
Maintain records
Compose correspondence and written materials related to assigned activities.
Meet schedules and timelines.
Operate a computer and assigned software.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree with major coursework in sociology, social work, psychology or related field and one year experience working with secondary and post-secondary school-aged students in an educational setting.

LICENSES AND OTHER REQUIREMENTS:

Possess a valid California State driver's license. Some positions in this classification may be required to serve the College as a Designated School Official.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment
Driving a vehicle to conduct work
Outreach and travel

PHYSICAL DEMANDS:

Able to operate a computer keyboard
Seeing to read a variety of materials
Sitting or standing for extended periods of time
Hearing and speaking to exchange information and make presentations
Mobility to reach various campus locations and to conduct tours
Setting up and breaking down of tables, chairs, boxes, and display cases at events
Pushing, pulling, carrying objects as required
Occasional lifting of large quantities of recruiting materials and display equipment that may weigh up to 25 pounds