



## Classification Description

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**Job Title:** Associate Director, Admissions

**Pay Grade:** 116

**Job Code:** 3272

**FLSA Status:** Exempt

### **Job Purpose**

The Associate Director, Admissions serves as the operational leader for the admissions function, responsible for executing the recruitment and processing strategies outlined in the College's Strategic Enrollment Plan. This position manages the daily operations of the admissions funnel across all applicant types, ensuring a seamless, student-centered experience. The Associate Director supervises professional and support staff and leads data-informed decision-making to optimize enrollment.

### **General Responsibilities**

#### **Essential Functions**

Provides College-wide operational leadership for the admissions function, executing strategies to align operations and recruitment with the College's Strategic Enrollment Plan.

Oversees the full admissions funnel for all applicant types (freshman, transfer, returning, international, dual-enrollment), ensuring a seamless, student-centered experience.

Supervises and develops professional and support staff, including hiring, training, scheduling, evaluation, and performance management.

Ensures accurate, timely processing of applications, transcripts, residency, dual-enrollment, limited access programs, and related records; manages escalation and resolution of complex student cases.

Leads data-informed decision-making by monitoring workflow and volume, reviewing admissions and enrollment reports, identifying backlogs, and recommending process and staffing adjustments.

Serves as a Designated School Official (DSO) and provides oversight for international student admissions and SEVIS-related functions, coordinating with the PDSO team and campus partners on international student support.

Oversees quality assurance for student-facing interactions and documentation, addressing escalated student concerns and resolving complex cases prior to escalating to the Director of Admissions.

## ASSOCIATE DIRECTOR, ADMISSIONS

Represents the Office of Admissions on College committees and at campus events.

Assumes leadership responsibilities for the department in the absence of the Director of Admissions.

Chairs key admissions-related committees, including Admissions Disciplinary Review and Residency Review committees.

Manages the maintenance of Admissions website content and oversees the development and inventory management of recruitment literature.

Manages enrollment communication strategies to ensure consistent messaging across the funnel.

Supports recruitment and yield efforts (events, high school visits, campus programs) through staffing, logistics, and on-site leadership as needed, in collaboration with the Senior Coordinator.

Maintains oversight of the Admissions Manual, ensuring policies are current and compliant.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education in higher education administration or related field.

Five (5) years of professional full-time work experience in student services, admissions, enrollment services, registration, records or related field. An appropriate combination of education and experience may be substituted.

Two (2) years of supervisory experience.

Knowledge of admissions and recruitment practices in a postsecondary institution of higher education, including understanding of open enrollment policies, transfer articulation, and related topics.

Ability to effectively work and communicate with prospective students, continuing students, parents, colleagues, other College administrators, and faculty.

Ability to effectively represent the College, and Office of Admissions values, goals, and policies, while also possessing the ability to effectively communicate both orally and in writing.

## ASSOCIATE DIRECTOR, ADMISSIONS

Must hold a valid driver's license and be able to travel on College business, which may include night and weekend work.

Must possess excellent interpersonal and organizational skills and the ability to communicate effectively orally, in writing, and in public presentation settings.

Ability to understand and identify technical issues if they arise.

Knowledge of student record confidentiality requirements.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail. Experience operating within an integrated database system such as SCT Banner.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail-oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.

## ASSOCIATE DIRECTOR, ADMISSIONS

- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 24, 2021. Revised: September 26, 2022; October 14, 2022; and December 16, 2025.