



Classification Description

Job Title: Assistant Director, Admissions

Pay Grade: 114

Job Code: 4773

FLSA Status: Exempt

Job Purpose

The Assistant Director of Admissions serves as the College's technical lead for admissions systems, ensuring the optimization of technology to support enrollment goals. This position manages admissions system workflows, ensures compliance with state and federal regulations, and provides direct supervision of operational staff.

General Responsibilities

Essential Functions

Serves as the College's technical lead for admissions systems, managing and optimizing Ellucian CRM Recruit, Ellucian Banner, Ocelot, QLess, and TDX in support of admissions and enrollment goals.

Assists the Director of Admissions with reporting, assessment, and continuous improvement projects, including the development of reports and operational analyses using admissions data.

Collaborates with Institutional Research to validate data integrity and support enrollment reporting needs.

Manages admissions systems and related workflows, including testing, documentation, and continuous improvement of processes within these systems.

Supervises assigned staff, including the Admissions Operations Specialist(s) and temporary employees, providing training, coaching, and performance feedback.

Ensures consistent application of admissions and residency policies and procedures across locations and service channels (front desk, phone, email, and chat) as implemented in Admissions systems.

Monitors and interprets State of Florida and federal regulations, ensures Admissions system and process compliance, and collaborates with the Director and Associate Director on policy interpretation and updates.

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Works with IT and Marketing on the prospective student database and recruitment components of the CRM.

Coordinates with the Admissions Operations Specialist(s) on error resolution and implementation of process improvements in CRM/SIS workflows.

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.

Manages state reporting requirements ensuring data integrity and accuracy.

Develops and maintains the Admissions Processing Manual.

May serve as a Designated School Official (DSO) and work with international student admissions.

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.

Three (3) years of full-time professional work experience in student services, admissions, enrollment services, registration, records, or related field. An appropriate combination of education and experience may be substituted.

One (1) year 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.

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

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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 Microsoft Office and electronic mail. Experience operating within an integrated database system such as Ellucian 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.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.

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- 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: December 16, 2025.