



POSITION DESCRIPTION

TITLE: Assistant to the VP Student & Enrollment Services **CATEGORY:** Professional
FLSA STATUS: Exempt **GRADE:** F

JOB SUMMARY: This position plays a critical role in supporting the Vice President (VP) Student & Enrollment Services by performing a variety of professional and administrative duties in support of the division. Serves as a designated Ombudsman to provide students of El Paso Community College (EPCC) with informal assistance in resolving non-academic, student-related problems, conflicts and disputes. Manage all aspects of the Southern Association of Colleges and Schools (SACS) accreditation process for the division; provides customer service training, and website maintenance.

ESSENTIAL FUNCTIONS:

YEARLY PERCENT OF TIME

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| 1. Serve as liaison with students, parents, faculty, staff and external constituents at various college and community functions; assist with the budget, operational, and planning activities as assigned. | 25% |
| 2. In role as Ombudsman, responsible for providing impartial and confidential conflict resolution and problem-solving services to current or potential students/parents with concerns, grievances or complaints regarding non-academic issues. Assist students/parents by interpreting and explaining college, state or federal rules and regulations; research and analyze policies and procedures to formulate responses. Collaborate with directors/faculty, consult with all parties to clarify and analyze problems, focus discussions and ensure a mutually satisfactory resolution. Offers recommendations, as appropriate, with regard to resolving problems or improving college processes. Refer difficult or unprecedented cases that may necessitate deviation from general policies to VP of Student Services for guidance or disposition. Track outcome of complainant cases for reporting purposes. | 25% |
| 3. Recommend amendments, modifications, and clarification of Student Services policies and procedures to ensure compliance with applicable State and Federal laws. Analyze departmental operating procedures to devise efficient and effective methods of accomplishing work and improving customer service. Analyze, draft, coordinate and ensure implementation of new or updates to existing student services policies, procedures and guidelines by communicating with directors while remaining consistent with the division's mission and the College's strategic plan. Manage all aspects of the Southern Association of Colleges and Schools accreditation process for the division of Student Services to ensure compliance. Assist the VP in maintaining data, statistics, tracking of trends to ensure implemented services are appropriate and effective. | 20% |
| 4. Serve as primary administrator of content appearing in the Student Services website, ensuring that all federally mandated consumer information and disclosures are reflected. Collaborate with the VP and others on the divisional leadership team to optimize the website design for enrolled students, prospective students, parents, staff, and faculty. Responsible for monitoring and responding to messages submitted through the student service email address. | 10% |

5. Develop, implement and coordinate training for Student Services customer service program to ensure high level of customer service to both internal and external constituents. Analyze departmental operating procedures to provide assistance to directors in developing/devising efficient and effective methods of improving customer service. 10%
6. Performs special projects and other duties as assigned. 10%

SUPERVISORY RESPONSIBILITIES: As assigned by the VP Student & Enrollment Services.

BUDGET RESPONSIBILITIES: Departmental budget.

ESSENTIAL QUALIFICATIONS:

EDUCATION: Bachelor's Degree.

EXPERIENCE: Six (6) years of related experience..

CERTIFICATIONS/LICENSURES: Must have a valid driver's license.

SPECIAL CONDITIONS:

1. This is a security-sensitive position as defined under the Texas Education Code, Section 51.215; the successful applicant will be required to undergo a criminal background check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures.

SPECIAL SKILLS AND ABILITIES:

1. Skills/Abilities:

- Must demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students;
- Knowledge of community college administration and FERPA compliance;
- Knowledge of Admissions and Records policies/procedures with regard to student services;
- Must have proven oral and written communication skills to tactfully and impartially facilitate and resolve conflicting viewpoints;
- Remain current with educational trends, issues and challenges for community colleges;
- Experience making public presentations.

2. Equipment Used: Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.)

3. Software Used: A variety of word-processing, spreadsheet, database, e-mail, and presentation software.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; sit and use hands to handle, or feel. The employee is occasionally required to walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and move up to 10 pounds, frequently lift and move up to 25 pounds and occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, negotiating, selecting, developing, and motivating people are important to the highest degree due to constant interaction with other people, at any level within the organization or the community, position's accountability for the development, motivation, assessment, and reward of employees, and to deal with irrational situations where the outcome is unpredictable.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

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PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands and work environment factors described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk		X		
Sit			X	
Use hands to finger, handle or feel			X	
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions(non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold(non-weather)	X			
Extreme hot (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements	
Close vision (clear vision at 20 inches or less)	X
Distance vision (Clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employee may be directed to perform job-related tasks other than those specifically present in this description.

I certify that I have received a copy of this job description. I have read and understand the duties and responsibilities of this position.

X

Employee Signature

Date