



**Wharton County
Junior College**

**Proposed Agenda Item
Board of Trustees Meeting**

Complete this form and submit it to the Office of the President by 5:00 pm on the eleventh day before the following Tuesday meeting of the Board of Trustees. If this form does not provide enough space, you may use an expanded version *as long as you follow the format specified below.*

Date of Board Meeting: May 17, 2016

Date of This Proposal: May 12, 2016

SUBJECT (item as it will appear on agenda):

Approval to create two new permanent, full-time positions, Student Service Specialist –Admissions and Student Service Specialist – Registrar (staff positions)

RECOMMENDATION:

Approve the creation and hire of two new permanent, fulltime staff position, Student Service Specialist—Admissions and Student Service Specialists--Registrar, to address the needs and demands in the Office of Admission and Registration for high quality and highly efficient processing.

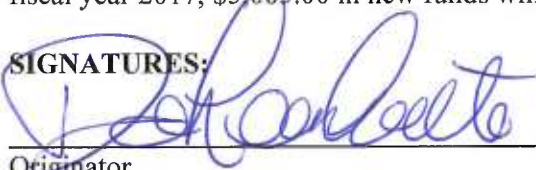
BACKGROUND/RATIONALE:

The need to address the increasing number of application for admissions and the communication plan for applicants, reverse transfers, transcript articulations, degree evaluations and audits, student inquiries for admission and registration assistance, course schedule adjustments, block registrations and other Office of Admission and Registration functions requires additional staffing. The Registrar’s position will be eliminated and compensation for that position applied toward two staff level positions. The current interim Director, who is the Registrar, will assume the Director’s position.

The specialist positions will be created to fulfill the responsibilities previously completed by the Registrar. The Specialist positions will also provide additional support for customer service functions and allow professional staff to create new and improved processes and work flows (job descriptions and revised organizational chart are attached).

Estimated Cost and Budgetary Support: For the duration of the fiscal year 2016, funds currently available in the Admission and Registration account for the Director’s position will be used to fund the specialist positions. For the fiscal year 2017, \$5,065.00 in new funds will be needed to support these two new positions for the entire year.

SIGNATURES:



Originator

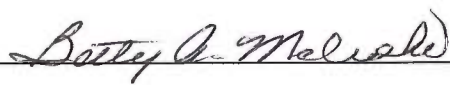
5-11-16

Date

Cabinet-Level Supervisor

Date

PRESIDENT'S APPROVAL:



5-11-16



**JOB DESCRIPTION
Human Resources Department**

JOB TITLE: Director of Admissions and Registration	FLSA: Exempt GRADE: CA - 10 NBAPOSN: DIR017
LOCATION: Administration Building, Room 106, Wharton Campus	EFFECTIVE DATE: January 30, 2012 REVISION DATE: May 9, 2016
REPORTS TO: Vice President of Student Services	

PURPOSE AND SCOPE:

The Director of Admissions and Registration provides leadership, directs, and supervises all admissions and registration functions for the College. This includes, but is not limited to overseeing the student database; enrollment of students; evaluation of transcripts; compilation of the enrollment schedules, recording of all student records; certification of student enrollment to various agencies; interpretation and implementation of college, state, and federal regulations.

ESSENTIAL JOB FUNCTIONS:

1. This position administers the policies and procedures for Wharton County Junior College (WCJC) student admissions and registration, including residency requirements, evaluation of standardized entrance scores and transcripts, waiver eligibility, immigration laws of foreign students, and state regulations as they apply to student admissions and registration.
2. This position interprets regulations issued by the Texas Higher Education Coordinating Board, State of Texas, Veterans Administration, immigration agencies, and policies and procedures of WCJC relating to admissions and registration.
3. This position is responsible for the overall maintenance of the Student Record System and ensures appropriate enhancements are made to the system using new technology. This position ensures college, state and/or federal requirement changes are implemented in a timely and efficient manner and for the integrity of college records which support state and federal reports for funding and certification of enrollment status for students.
4. This position oversees the certification student status for loans and insurance coverage.

5. This position oversees the certification student athletes' academic eligibility to participate in intercollegiate sports.
6. This position coordinates with other WCJC College Administration to prepare class schedules.
7. This position is responsible for developing and maintaining an ideal work flow for the Admissions and Registrar's Office staff.
8. This position is responsible for maintaining excellence customer service is provided by the Admissions and Registrar's Office staff.
9. This position is responsible for overseeing the updating and maintaining the College website information regarding admissions and registration.
10. This position is responsible for the working with all aspects of the College to ensure optimal registration services.
11. This position is responsible for overseeing record maintenance on current, prospective, and prior students including admissions applications; placement test scores; current class rolls/grade rolls; grade transcripts; and eligibility to graduate.
12. This position is responsible for overseeing the issuance of student transcripts, degree plans, diplomas, and certificates and verification of completion of the requirements for these documents.
13. This position oversees the department budget ensuring that funds are spent appropriately throughout the academic year.
14. This position serves on committees as assigned and performs other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires a bachelor's degree in business, management, student personnel services, counseling, or a related area. This position requires three (3) years of full time work experience in admissions and registration with two (2) years of supervisory experience in higher education. This position requires the ability to interpret and apply complex state and federal regulations, develop, implement, and maintain effective admissions and registration procedures, and communicate complex information to a diverse student population, staff, and the general public. This position requires an advanced knowledge of computer information systems with the ability to access student records and generate and analyze a large variety of reports and documents. This position requires the ability to master new software packages quickly and demonstrate a strong commitment to teamwork and customer service. A criminal background check is required.

SUPERVISION OF OTHERS:

The Director of Admissions and Registration supervises the Student Services Specialist positions.

SUPERVISION AND DIRECTION RECEIVED

The Director of Admissions and Registration is responsible and accountable to the Vice President of Student Services for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

A personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment

CONTACTS:

External contacts of this position are with the community and local and state agencies.

Internal contacts of this position are with administrators, faculty, and staff.

COMPLEXITY/EFFORT:

This position involves attention to detail, accuracy, and supervision of assigned staff. The ability to read and interpret regulations issued by the Texas Higher Education Coordinating Board, State of Texas, Veterans Administration, immigration agencies, and WCJC policies and procedures is essential, as well as, the ability to hear and understand students, staff, supervisor, and the general public. Problems encountered require a specific knowledge acquired through higher education and experience in student support areas. Problems may be complex and resolutions have a direct impact on the College's student status. Sufficient manual dexterity to prepare reports, graphics, and other data on the computer is necessary. The ability to work on a number of projects simultaneously and prioritize workloads required. The ability to handle emergencies as they arise is required. This position requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Professional working relationships with College Administrators, Faculty, and Staff and with the general public require the incumbent to maintain a high degree of judgment, tact, diplomacy, poise, and discretion at all times. A demonstrated commitment to the mission of a comprehensive community college is vital to the institution.

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WORKING CONDITIONS:

Work of this position is performed primarily in a climate-controlled office environment with computers. Exposure to natural atmospheric conditions such as dirt and dust, etc. is standard of an office environment. There is minimal exposure to safety hazards. Frequent inter-action with students and the general public is required. This position requires travel and use of a personal vehicle. This position requires night and weekend work as needed. Job duties require little physical effort with light lifting as typically found in an office environment. Evening, weekend and holiday work times will be a part of the position.

LAST MODIFIED: May 9, 2016

Employee's Signature

Date

Supervisor's Signature

Date

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JOB DESCRIPTION
Human Resources Department

JOB TITLE: Student Services Specialist-Admissions	FLSA: Non-Exempt GRADE: P-15
	NBAPOSN: Draft
LOCATION: Wharton Campus	EFFECTIVE DATE: Draft
	REVISION DATE: April 26, 2016
REPORTS TO: Director of Admission and Registration	

PURPOSE AND SCOPE:

The Student Services Specialist-Admissions (SSSA) will provide supervision and leadership to the staff performing admission and registration functions at the Wharton Campus. In addition, the SSSA is responsible for performing admissions and registration functions for all new, continuing, and returning students. The SSSA will respond to all questions regarding international student admission, residency, and academic standing and ensure a positive customer service atmosphere.

ESSENTIAL JOB FUNCTIONS:

1. This position is responsible for processing and ensuring that staff members accurately process all admission and registration functions.
2. This position is responsible for running various database reports, scripts, processes, and downloads on a daily basis.
3. This position is responsible for all aspects of international student admissions and effectively and clearly communicating residency and academic standing to students.
4. This position is responsible for auditing the processing of admissions and registration documents performed by the staff members. In addition, this position must identify the corrective measures that need to be taken for processing errors and request training as needed for staff members.
5. This position attempts to resolve first contact admission/registration student issues through research and/or troubleshooting.
6. This position is responsible for ensuring that outstanding customer service behaviors are demonstrated by all staff members. In addition, this position will identify corrective

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actions that need to be taken when customer service errors occur and request training for staff on customer service when needed.

7. This position is responsible for overseeing daily office functions, managing the business processes, correcting, and reporting all procedural deficiencies or any other problems to their supervisor.
8. This position is required to perform other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Associate Degree or 60 semester hours from an accredited institution, and two years of work experience at an institution of higher education in the admissions, registration, financial aid, academic advising, testing, or student services areas. This position requires excellent computer and data base skills with a proficiency in Microsoft Office and experience working with database information. This position requires a strong focus on good customer service and staff management. This position requires the ability to deal extensively and effectively with a wide variety of individuals requiring excellent interpersonal skills, listening skills, and communication skills. The person in this position must be able to provide continuous courteous customer service to students, parents, the community, staff, and administration. A criminal background check is also required.

SUPERVISION OF OTHERS:

This position supervises the assistant admission officers, admission technician, admission document specialist, part time staff, part time seasonal staff, and student workers.

SUPERVISION AND DIRECTION RECEIVED:

The Admission and Registration Specialist is responsible and accountable to Director of Admissions and Registration for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of this position are with students, parents, area high school staff members as well as community members and stakeholders.

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Internal contacts of this position are with college administrators, faculty, staff, and students.

COMPLEXITY/EFFORT:

This position requires attention to detail, a working knowledge of general office procedures and practices, and the ability to interpret and communicate established policies, practices and guidelines for students and other personnel. This position requires the ability to utilize computer technology to access data, maintain records, and communicate with others. Problems of this position are routine in nature and resolutions are found in knowledge gained from practical experience and interpretation of college and state regulations. This position requires excellent interpersonal skills, the ability to interact with community constituents, institutional administrators, faculty, staff, and students. Excellent speaking skills to project positive enthusiasm to students about college and the college experience are also a requirement. The individual in this position must be capable of developing and maintaining effective and cooperative relationships with all members of the student services staff, business office staff, faculty, other administrative and professional staff, support staff, and clientele from the community. Mutually agreed-upon objectives, with the position’s supervisor, must be attained within a specified time frame; functional responsibilities must be executed at a level consistent with performance requirements; and the individual role with the institution must relate the college’s goals and mission

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled office environment with adequate lighting, ventilation, and favorable temperatures. There is some exposure to natural atmospheric conditions such as dirt and dust, etc. The job duties require some physical effort with only light lifting. There is minimal exposure to safety hazards. The position requires occasional travel and use of a personal vehicle. Occasional over time work hours on evenings, weekends, on holiday breaks and during high demand time frames may occur.

LAST MODIFIED: April 26, 2016

Employee's Signature

Date

Supervisor's Signature

Date

Initials



JOB DESCRIPTION
Human Resources Department

JOB TITLE: Student Services Specialist-Registrar	FLSA: Non-Exempt GRADE: P-15 NBAPOSN: Draft
LOCATION: Wharton Campus	EFFECTIVE DATE: Draft REVISION DATE: April 26, 2016
REPORTS TO: Director of Admission and Registration	

PURPOSE AND SCOPE:

The Student Services Specialist—Registrar (SSSR) will provide supervision and leadership to the staff performing records and registration functions at the Wharton Campus. In addition, the SSSR is responsible for performing records and registration functions for all new, continuing and returning students. The SSSR will respond to all questions regarding graduation, reverse transfer/articulation, degree evaluations, course schedule building, the admissions pages on the College website and ensure a positive customer service atmosphere.

ESSENTIAL JOB FUNCTIONS:

1. This position is responsible for processing and ensuring that staff members accurately process all records and registration functions.
2. This position is responsible for running various database reports, scripts, processes, and downloads on a daily basis and assisting with the construction and editing of the course schedule.
3. This position is responsible for auditing the processing completed by the transcript analysts. In addition, this position must identify the corrective measures that need to be taken for processing errors and request training as needed for staff members.
4. This position is the first point of contact for changes to admissions, schedules, and graduation pages on the College website.
5. This position is responsible for ensuring that outstanding customer service behaviors are demonstrated by the transcript analysts. In addition, this position will identify corrective actions that need to be taken when customer service errors occur and request training for staff on customer service when needed.

6. This position is required to perform other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Associate Degree or 60 semester hours from an accredited institution, and two years of work experience at an institution of higher education in the admissions, registration, financial aid, academic advising, testing, or student services areas. This position requires excellent computer and data base skills with a proficiency in Microsoft Office and experience working with database information. This position requires a strong focus on good customer service and staff management. This position requires the ability to deal extensively and effectively with a wide variety of individuals requiring excellent interpersonal skills, listening skills, and communication skills. The person in this position must be able to provide continuous courteous customer service to students, parents, the community, staff, and administration. A criminal background check is also required.

SUPERVISION OF OTHERS:

This position supervises the transcript analysts, part time and seasonal staff and student workers.

SUPERVISION AND DIRECTION RECEIVED:

The SSSR is responsible and accountable to Director of Admissions and Registration for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of this position are with students, parents, area high school staff members as well as community members and stakeholders.

Internal contacts of this position are with college administrators, faculty, staff, and students.

COMPLEXITY/EFFORT:

This position requires attention to detail, a working knowledge of general office procedures and practices and the ability to interpret and communicate established

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policies, practices and guidelines for students and other personnel. This position requires the ability to utilize computer technology to access data, maintain records, and communicate with others. Problems of this position are routine in nature and resolutions are found in knowledge gained from practical experience and interpretation of college and state regulations. This position requires excellent interpersonal skills, the ability to interact with community constituents, institutional administrators, faculty, staff, and students. Excellent speaking skills to project positive enthusiasm to students about college and the college experience are also a requirement. The individual in this position must be capable of developing and maintaining effective and cooperative relationships with all members of the student services staff, business office staff, faculty, other administrative and professional staff, support staff, and clientele from the community. Mutually agreed-upon objectives, with the position's supervisor, must be attained within a specified time frame; functional responsibilities must be executed at a level consistent with performance requirements; and the individual role with the institution must relate the college's goals and mission

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