



NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT



Job Description

Job Title:	Director, Enrollment Services	Salary Range:	26
Date Revised:	4/2/2026	Date Approved:	6/23/2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator, The Director, Enrollment Services plans, organizes, and directs the operations of the Admissions and Records Office and the International Students Program, performing complex administrative and supervisory functions to support enrollment, retention, and student completion. The Director ensures compliance with federal, state, and local laws, regulations, and institutional policies, and collaborates with District and campus stakeholders to promote an efficient and student-centered enrollment experience.

The Director, Enrollment Services oversees multiple functional areas and provides administrative oversight of Admissions and Records and the International Students Program, including supervision of assigned staff and coordination with counseling faculty. The Director leads strategic planning, budget development and oversight, and program initiatives to enhance the student experience. The Director coordinates activities across functional areas with District departments, campus divisions, and external agencies, and serves as a key partner to campus and District leadership, including providing high-level support to the Vice President of Student Services and collaborating with instructional and student services administrators across the institution.

DISTINGUISHING CHARACTERISTICS

The Director, Enrollment Services is distinguished by its broad scope of responsibility across multiple enrollment-related functions, including Admissions and Records and the International Students Program. Unlike the Director, Admissions and Records, which focuses primarily on regulatory compliance, student records integrity, and operational oversight of admissions, records, and registration processes, the Director integrates both operational and programmatic leadership across enrollment services.

The Director, Enrollment Services is distinguished from the Director, Admissions and Records by its broader scope, increased complexity, and higher level of leadership. The Director has an expanded responsibility for strategic enrollment planning, program development, and oversight of specialized programs such as international student services, including supervision of multidisciplinary staff (e.g., managers, coordinators, and counseling faculty). The Director exercises a higher level of autonomy and institutional impact by leading cross-functional enrollment initiatives, contributing to enrollment management strategies, and aligning services that support recruitment, onboarding, retention, and completion.



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ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Enrollment Services Leadership

1. Develops and implements strategic plans, objectives, goals, and priorities aligned with institutional objectives.
2. Leads and directs enrollment services functions, including admissions, onboarding, registration, transfer, retention, graduation, and completion, ensuring efficient, timely, and student-centered operations; provides strategic leadership to advance enrollment initiatives and support institutional goals.
3. Plans, organizes, and directs comprehensive enrollment service functions, including Admissions and Records and the International Students Program.
4. Monitors and evaluates the effectiveness and efficiency of programs, services, and operations; identifies opportunities for improvement, collaborates with the administration as appropriate, and implements enhancements to strengthen service delivery.
5. Develops and drafts a variety of correspondence related to the area of assignment, including funding proposals, policies and procedures, policy positions, and explanatory communications.

Admissions and Records Oversight

6. Oversees admissions, registration, residency, academic records, graduation, and certification functions.
7. Ensures compliance with federal, state, and District regulations, including FERPA, Title 5, and related requirements.
8. Directs the preparation and submission of required reports and ensures data integrity and confidentiality.

International Student Program Administration

9. Provides administrative oversight of the International Students Program, including supervision of assigned staff and coordination with counseling faculty; ensures program operations align with institutional priorities and regulatory requirements.
10. Leads program planning, development, and evaluation to support international student success and compliance with applicable regulations (e.g., SEVIS).

Strategic Enrollment and Program Development

11. Contributes to institutional enrollment management strategies, including initiatives related to recruitment, onboarding, retention, and completion.
12. Collaborates with campus and District leadership to align enrollment services with institutional goals.
13. Plans, organizes, facilitates, and oversees registration processes and awarding cycles in conjunction with Instruction, Student Services, Information Technology (IT), and intradistrict peer institutions.
14. Collaborates with other departments, including instruction, counseling, other student services units, and information technology, to optimize the registration process.



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15. Manages processes related to student residency, petitions, and appeals; ensures deadlines and reporting requirements are met.

Technology and Systems Management

16. Provides leadership for the implementation and improvement of enrollment-related systems and technologies.
17. Collaborates with Information Technology (IT) to develop and enhance automated systems that streamline processes, improve system functionality, and strengthen fraud prevention efforts.
18. Stays updated on technological advancements and implements new systems and diagnostic tools to enhance operational efficiency and effectiveness.
19. Provides leadership and support for the assessment, implementation, maintenance, and improvement of existing, new, and emerging technologies to facilitate student and institutional success.

Project Management

20. Leads and manages complex projects related to enrollment systems, program development, and process improvements including the implementation of new systems; ensures smooth integration with campus needs.
21. Defines and communicates project scope, timelines, and manages resource allocation effectively; monitors implementation and outcomes.

Collaboration and Stakeholder Engagement

22. Serves as a liaison and collaborates with instructional divisions, student services, District offices, and external agencies to support enrollment and grading processes, including faculty support for census reporting and course management.
23. Develops internal and external partnerships to support enrollment initiatives and improve service delivery on behalf of Admissions and Records and the International Student Program
24. Serves on and participates in District and/or college committees, workgroups, and institutional initiatives (e.g., Strategic Enrollment Management, Budget and Planning, Student Services Council, Student Leadership, Commencement, Outreach and Recruitment); represents the District and/or college and acts as a liaison with internal and external partners to ensure effective coordination and implementation of activities and initiatives.

Outreach and Enrollment Support

25. Collaborates with outreach, dual enrollment, community partners, and affinity groups (e.g., Puente, Legacy, A2MEND, APIDA, STEM), as well as District and campus programs, to support student recruitment, admissions, and onboarding; coordinates outreach initiatives, ensures responsiveness to community needs, and advances efforts to increase access and enrollment for diverse student populations.

Program Assessment, Reporting, and Record Maintenance



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- 26. Prepares mandated reports for distribution to District, campus, state, and federal offices.
- 27. Ensures the accuracy, completeness, compliance, and confidentiality of student records by overseeing the processing of student information, transcripts, enrollment and graduation reporting, residency verification, and adherence to state reporting requirements.

Staff Training and Development

- 28. Supervises, selects, hires, trains, mentors, and evaluates assigned staff; develops and implements staff training programs to ensure compliance, consistency, and high-quality service.
- 29. Utilizes evidence-based strategies to identify opportunities for improvement; directs and implement change; develops, organizes, promotes, and participates in staff development and training initiatives to maintain a highly skilled and knowledgeable team.
- 30. Works with assigned personnel to correct deficiencies; initiates and implements discipline up to and including involuntary separation from service in collaboration with Human Resources (HR); follows applicable employee group collective bargaining agreement (CBA) to ensure compliance with contractual obligations.

Budget and Resource Management

- 31. Develops and manages the annual department budget, monitors expenditures, allocates resources to support operational and strategic priorities, and prepares reports to ensure fiscal accountability;
- 32. Oversees and determines procurement of equipment and supplies; monitors and maintains appropriate inventory controls within established policies.

Technology and Process Improvement

- 33. Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs.
- 34. Applies and integrates emerging technologies and advancements to enhance operational efficiency, improve service delivery, and support the timely and effective performance of assigned duties.

Diversity, Equity, and Inclusion

- 35. Provides leadership in District-wide diversity, equity, and inclusion initiatives by developing and implementing strategies to address opportunity and achievement gaps and foster a welcoming, inclusive environment for all students and employees.
- 36. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.



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General

37. Performs other duties that support the overall objective of the position.

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in a related discipline; **AND**
- At least six (6) years of experience in admissions, enrollment management, or a related functional area in support of students;
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position **AND**
- *Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.*

DESIRABLE QUALIFICATIONS

- Master's Degree in a related discipline.
- Experience in management or leadership of academic programs in an equity-minded educational environment.
- Demonstrated experience in managing a team within a student services functional area.
- Experience with Student Information Systems (SIS), Customer Relations Management (CRM) and data reporting tools.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of California Education Code and other applicable laws and regulations related to the area of assignment.
- Knowledge of federal and state regulations related to student services, such as Federal Educational Rights and Privacy Act (FERPA).
- Knowledge of division, department, and/or program organization, policies, procedures, rules, and regulations related to the area of assignment.



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- Knowledge of policies, procedures, rules, and regulations related to accessing and processing confidential information and materials.
- Knowledge of educational pedagogy and student success strategies applicable for the diverse community college student body.
- Knowledge of budget preparation and maintenance.
- Knowledge of office administration and management practices and procedures.
- Knowledge of emerging technologies and advances related to the area of assignment.
- Knowledge of terminology, work processes, and local, state, and federal requirements applicable to the area of assignment.
- Knowledge of public agencies, organizations, and elected Board and appointed committees.
- Knowledge of principles and practices of public administration procedures.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Student services, programs, and resources specifically related to the area of assignment.
- Project management.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to interpret, apply, and explain rules, regulations, policies, and procedures.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to administer complex budgets in a cost-effective manner.
- Ability to learn and apply emerging technologies and advances related to the area of assignment.



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- Ability to compose correspondence and other written materials.
- Ability to edit, update, and maintain written materials to ensure accuracy, completeness, and compliance with District and/or college policies and procedures.
- Ability to make mathematical calculations quickly and accurately.
- Ability to operate a variety of computer software programs and applications, databases, computer hardware, and peripheral equipment.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to complete work efficiently with a variety of interruptions from administrators, management, faculty, staff, students, and the public.
- Ability to understand and follow verbal and written directions.
- Ability to communicate effectively both verbally and in writing.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.
- Ability to review situations accurately to determine the appropriate course of action according to established guidelines.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to provide active assistance in creating a welcoming and inclusive work and educational environment.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform



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fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic,



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Cypress College



Fullerton College



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socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.