



MPP POSITION DESCRIPTION

Department: Admissions
Working Title: Assoc Dir of Admissions
Time Base: 1.0
Class Code: 3318
Position Number: 00000783
MPP Job Code: R039

Position Reports To: Director of Admissions & University Registrar
Classification: Administrator I
Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 9/12/2018

PURPOSE OF POSITION:

The Associate Director of Admissions reports to the Director of Admissions and University Registrar and is responsible for the daily oversight of transfer application and admissions processing, system analysis, Cal State Apply and PeopleSoft operational management, planning for transfer center visits, and development and documentation of standard operating procedures for Admissions staff members. In addition, the Associate Director supports the Director in developing and initiating strategic plans that insure efficient, responsive, and data-informed practices through the implementation of modern and innovative tools that sustain best practices and support the mission of the division and the University.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Leadership/Management	30%
2. Strategic Planning	20%
3. University/Community Partnership	10%
4. Functional Oversight Management	40%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. LEADERSHIP/MANAGEMENT:

Acts as a change champion. Leads courageously by addressing difficult issues. Works to resolve issues at the peer level and takes measures to mitigate future issues. Supports and moves new initiatives forward. Identifies current and future challenges and proposes effective solutions. Understands what issues require a "sense of urgency" and handles accordingly. Ensures confidentiality around sensitive issues. Facilitates an environment that motivates, empowers, and inspires commitment from employees. Assumes good intent with one another and work on the premise of trust. Demonstrates commitment to creating and sustaining a diverse and inclusive workforce. Provides clear direction. Communicates effectively and with purpose.

Creates and implements methods for improving individual and team performance. Builds effective teams committed to organizational goals. Works with a spirit of collaboration, inclusion, respect and collegiality. Takes ownership of issues and demonstrates accountability. Creates an environment in which employees are recognized for their accomplishments and contributions to the success of the team. Builds competence in others through effective coaching, performance management and mentoring. Supports and encourages professional and career development for employees. Fosters a culture of support and success for new hires by utilizing effective onboarding methods. Understand the university's mission and vision and how Admissions work activities and goals support the mission. Ensures cross-divisional support and participation. Recognizes, understands, and appreciates different roles across the institution. Identifies and calls advocacy behavior. Speaks and advocates with one common voice. Determines, effectively allocates, and coordinates resources.

2. STRATEGIC PLANNING:

As a strategic partner, recommends, creates, and implements long and short-term strategic plan goals and operational plans for Admissions. Ensures Admissions goals align with and support the overall mission of the university. Motivates and encourages commitment to achievement of strategic plans. Effectively communicates the strategic initiatives. Accomplishes strategic goals for Admissions.

3. UNIVERSITY/COMMUNITY PARTNERSHIP:

As a member of the campus community, ensures a community focused strategy to support the university's mission. Identifies and anticipates community needs. Builds effective strategic alliances internally and externally. Collaborates with business partners in the achievement of university goals that support the university's mission. Initiates and develops strong working

relationships with the community. Recognizes the importance of collective strength, knowledge, and information. Actively solicits and acts upon feedback. Develops and implements solutions. Successfully negotiates through persuasion. Gains support and commitment from others. Works to find common ground and group consensus. Takes the necessary measures to solicit and influence internal and external support. Demonstrates commitment to diversity.

4. FUNCTIONAL OVERSIGHT/MANAGEMENT:

Oversees the effective management of several operations in Admissions, including admission application processing, admissions evaluations, prospective transfer student outreach, PeopleSoft, WebAdmit and Cal State Apply operations, software implementations and activities in Admissions. Develops and maintains a comprehensive group of systems, programs and services which meet unit, divisional, campus, CSU and regional needs. Develops appropriate written policies and strategies to support campus and system mandates and to support office operations and management that ensure compliance with state guidelines and regulations. Partners to develop and implement technological solutions pertaining to the delivery of the above programs and services. Advises the Director of Admissions and AVP for Enrollment Management Services on a regular basis.

SUPERVISION OF OTHERS:

Admissions Officers/Coordinator's (SSP II) (3)
Admissions Officer/Residency Specialist (SSP IB) (1) Info
Tech Consultant – (ITC-Career level) (2) Transfer Credit
Processing Specialists (ASA II) (2) Document
Management Lead (AAS I) (1)

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Daily/weekly interaction with EMS Directors and staff, Student Affairs units, IITS and as-needed interaction with Alliance counselors, Chancellor's office, Associate Deans, community organizations, facilities services, faculty, HREO, other CSU campuses, Risk Management, School District Administrators, Academic Affairs units and to provide/gather information and to coordinate and develop programs and services.

REQUIREMENTS OF POSITION:

1. List education and experience required

- Bachelor's degree in a related field or commensurate related work experience **plus** three (3) years of progressively responsible specialized work experience in educational student services programs, or an equivalent combination of education and experience.
- Minimum of one (1) year leading and/or supervising the work of professional staff.
- Preferences
 - i. Master's Degree in a related field.
 - ii. Demonstrated commitment and ability to advance the University's goals in the areas of diversity and inclusive excellence.
 - iii. Work experience in a public higher education setting.
 - iv. Work experience in Admissions, Outreach and/or Enrollment Management Services

2. List knowledge, skills, and abilities required for this position.

Leadership / Vision:

- Commitment to CSUSM's mission and goals as a student-centered university dedicated to teaching excellence and active learning with a university first perspective and a customer focused strategy.
- Ability to establish a clear and understandable vision for Admissions, engage the university community in the implementation of the vision, and build the operational components to execute the vision.
- Ability to lead and enable groups of people to face challenges and achieve results in complex conditions.
- A commitment to diversity, inclusiveness and access in all areas of the university.

Management / Conflict Resolution / Problem Resolution / Initiative / Continuous Improvement:

- Successful experience managing a complex organization.
- Experience building and managing an effective world-class team dedicated to organizational goals and high performance.
- Experience with directing, supervising, motivating and inspiring others; measuring the performance of people, teams and organizations, and assessing performance and progress.
- Familiarity with collective bargaining and administering corrective action as appropriate in a collective bargaining environment.

- Ability to develop and support on-going learning and professional development for staff, managers and emerging leaders.
- Ability to lead courageously by addressing difficult issues.
- Ability to prioritize and handle issues based on sense of urgency and importance of the issues.
- Ability to ensure confidentiality around sensitive issues.
- Ability to initiate and support innovation with creativity, openness to change, flexibility, responsiveness, and future focus.
- Ability to apply quality management techniques of continuous improvement and employee involvement to assess and improve services, promote campus culture and build teams.
- Ability to identify current and future challenges and propose and implement effective solutions.
- Experience making effective decisions with sound analytical ability, good judgment and strong operational focus.

Communication:

- Excellent oral and written communication skills.
- Ability to communicate effectively and with purpose to a variety of audiences.
- Successful negotiation and persuasion skills.

Strategic planning / Goal Setting:

- Experience in strategically supporting growth and/or change.
- Experience creating and implementing long and short-term goals.
- Experience in determining and coordinating resource allocations.
- Ability to collaborate with multiple entities to plan and accomplish the objectives set forth in the university's strategic master plan, coordinating ongoing multiple large and complex projects from conception to completion in a centralized and highly regulated environment.
- Ability to find solutions that result in prudent decisions, to promote mutual satisfaction and positive action, and to develop imaginative approaches to achieve individual, unit and institutional strategic initiatives.
- Ability to apply forward-thinking and creative thought with high ethical standards to develop strategic vision.

Teamwork / Collaboration:

- The ability to work effectively and build strong alliances internally and externally with a broad range of individuals to bring the University community together around shared goals.
- Ability to recognize, understand, and appreciate different roles across the institution.

Functional Area Expertise:

- Demonstrated understanding of public, higher education environment.
- Knowledge of business process mapping, reengineering and quality service.
- Experience with student information systems.
- Experience with Admissions operations, including application set up, admissions requirements and evaluations, and ERSS reporting.

3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**

- Standard office and communication equipment.

4. **List unique working conditions**

- Occasional overnight travel.

5. **Other Employment Requirements**

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in [CSU Executive Order 1083 Revised July 21, 2017](#) as a condition of employment. **Limited Reporter**
- This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is required to file the Form 700 under disclosure category: **2**
- Must participate in required campus trainings including, but not limited to, Sexual Harassment Prevention training "EDU Supervisor: Anti-Harassment, Discrimination, Retaliation"; Information Security Awareness Training; and Sexual Violence Awareness and Prevention "EDU: Eliminate Campus Sexual Misconduct".

PHYSICAL EFFORT, MENTAL EFFORT AND ENVIRONMENTAL FACTORS:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing		X			
3. Walking		X			
4. Bending (neck)	X				
1. Bending (waist)	X				
6. Twisting (neck)	X				
7. Twisting (waist)	X				
8. Crawling	X				
9. Climbing	X				
10. Reaching (above shoulder)	X				
11. Reaching (below shoulder)	X				
12. Walking on uneven ground	X				
13. Crouching					
14. Kneeling	X				
15. Balancing	X				
16. Pushing or pulling	X				

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
17. Fine manipulation					X
18. Simple grasping				X	
19. Power grasping	X				
20. Lifting or carrying	X				
A. 10 lbs or less	X				
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
21. Keyboard use					X
22. Mouse use					X
23. Repetitive use of hands/arms			X		
24. Repetitive use of legs/feet	X				
25. Eye/hand coordination				X	

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
X	
	X

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Directing others				X	
2. Writing		X			
3. Using math/calculations		X			
4. Talking			X		
5. Working at various tempos					X
6. Concentrating amid distractions					X
7. Remembering names			X		
8. Remembering details					X
9. Making decisions					X
10. Working rapidly					X
11. Examining/observing details					X
12. Discriminating colors	X				

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Inside					X
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Extreme change of temp	X				
11. Dirty/dusty	X				
12. Exposure to gas, fumes or chemicals	X				
13. Odors	X				
14. Noisy	X				
15. Working w/others					X
16. Working around others					X
17. Working alone		X			

SIGNATURES

The last sheet for any staff job description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee, the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (Optional)

Print Name: _____

Signature: _____

Date: _____

Vice President: (Optional)

Print Name: _____

Signature: _____

Date: _____