Associate Vice Chancellor, Enrollment Services

Title Code: 0325 / STDT SVC MGR 4

Personnel Program Code: Management & Sr Professional (MSP)

Position(s) Directly Supervised:

- 0303 ADMISSIONS RECRMT MGR 2 (1)
- 0308 FINANCIAL AID MGR 2 (1)
- 0548 ADMIN MGR 2 (1)
- 6030 REGISTRAR MGR 2 (1)
- EXEC AST 3 (1)

Position Custom Scope:

Reporting to the Provost and Executive Vice Chancellor, the Associate Vice Chancellor of Enrollment Services (AVC ES) provides vision, oversight, leadership, and direction to the Enrollment Services Organization and campus enrollment services functions consisting of a total of four departments and one operational entity: Undergraduate Admissions (UGA), the Office of Financial Aid, Registrar’s Office (RO), Campus Tours, and Highlander One Stop Shop (HOSS). The AVC-ES is an innovative leader and proactive problem-solver who implements comprehensive solutions to meet challenges facing enrollment services programs, including an increasingly competitive environment for recruiting, enrolling, and supporting a talented and diverse student body. The AVC ES serves as the main liaison between the University of California Office of the President and UCR campus leadership on all matters related to undergraduate admissions and financial aid. The AVC ES exemplifies a focus on streamlining and simplifying processes to promote a student-centered paradigm; and is committed to goal setting, performance measurement, and evidence-driven decision making.

Key Responsibilities:

- Promotes the admissions and outreach programs of UC by cultivating relationships with prominent state and national figures to influence public policy. (20%) - Locked
  - Provides strategic oversight for the recruitment and analysis of academic credentials of over 50,000 freshmen and transfer-level applications annually and (in accordance with Regent policy and local UCR policy) works with the schools and colleges to select a talented and diverse incoming undergraduate class.
- Provides strategic direction to subordinate managers on a variety of student services programs and policies. (20%) - Locked
  - Seeks to achieve departmental Key Performance Indicators (KPIs) and associated goals/objectives with measurable results. Exemplifies a focus on streamlining and
simplifying processes to promote a student-centered paradigm in terms of enrollment management services; and embraces technology to help meet goals/objectives.

- Provides leadership to a diverse constituency of faculty, organization senior managers, OP, the Regents, and the state legislature. (10%) – Locked
  - Has a demonstrated commitment to diversity, equity, and inclusion in the workplace.
- Directs subordinate managers in the design, execution, and evaluation of innovative outreach and admissions programs. (10%) - Locked
  - Recruitment programs and services are conducted at school sites and on campus and include such activities as systemwide and local conferences for counselors, campus tours, presentations for parents and students, school visits, college fairs, recruitment and yield events, and workshops on assorted topics.
- Provides organization leadership and guidance in admissions and outreach through participation on prominent organization boards and committees comprised of faculty and senior organization managers. (10%) - Locked
  - Works with the UC Office of the President, numerous community organizations, multiple campus administrative offices, and academic departments in the execution of duties, specifically as they relate to the recruitment, admission, and enrollment of talented and diverse undergraduates consistent with the University's Strategic Plan.
- As the Organizational head of Enrollment Services, provides vision and direction to the Organization through the development of long- and short-range goals and objectives that are in concert with the overall mission of the university and consistent with professional standards for the administration of Enrollment Services programs. (10%)
- Serves as the control point for ES, by implementing appropriate policies and procedures, approving all requests submitted from ES departments, and overseeing ES budgets, payroll, and personnel matters. (5%)
- Oversees budgets that consist of various funding sources which include state, federal, and registration fee funds totaling $15 million in permanent funds and over $9 million in temporary funds. Provides consultation to ES directors in the planning and development of annual budgets that are consistent with campus and departmental goals and objectives. Supervises the disbursement of student financial aid. (5%)
- As Principal Investigator (PI) on grants within ES, provides leadership, mentorship, and oversight to directors in the administration of state and federal contract and grants to include pre-award and post-award responsibilities. (5%)
- Directly supervises (5) permanent FTE and oversees the management of personnel affairs, including hiring, training, evaluating, and corrective action as needed. (5%)

Education Requirements:

- Advanced degree in related area and/or equivalent experience/training. (Required) - Locked
Experience Requirements:

- 10 – 15 years of related experience. (Required) - Locked
- Previous supervisory/managerial experience. (Preferred) – Locked

Knowledge, Skills & Abilities:

- Ability to build consensus and credibility with all constituents. (Required) - Locked
- Ability to develop and lead innovative outreach and admissions programs. (Required) - Locked
- Ability to direct complex financial, human, and management information system resources. (Required) - Locked
- Experience in leading successful change efforts, including continuous improvement initiatives. (Required) - Locked
- Knowledge of the faculty governance process. (Required) - Locked
- Strong leadership and management skills. (Required) - Locked
- Knowledge of national trends in outreach and admissions. (Required) - Locked
- Ability to serve different roles with various constituencies, including UC Office of the President, Provost’s Cabinet, faculty, students, staff, community organizations, school districts, community colleges, elected officials of the Inland Empire and others as appropriate. (Required)
- Knowledge of management information system and operational computer systems design, techniques, and applications. Demonstrated ability to apply knowledge in a service-based environment. (Required)
- Knowledge of human resources policies and practices, including classification systems, compensation issues and selection processes. (Preferred)
- Familiarity with University of California policies and procedures related to the recruitment, admission, enrollment, and support of undergraduate students. (Preferred)