

**JOB INFORMATION**

Effective Date	3/21/2023
Job Code:	2661
Job Title:	Director, Student Enrollment Center
Salary Grade/Structure:	060 - Admin-Professional
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Academic Affairs
Job Family:	Academic Support
Job Summary	The Director, Student Enrollment Center is responsible for daily operations, cross-training of staff in the areas of Admissions, Registrar and Financial Aid, and management of comprehensive information services for students and alumni offered through the Student Enrollment Center. Provides support and services for on-campus and online students. Serves as primary point of contact for the university community regarding internal student concerns and collaborates with campus partners, enrollment, Financial Aid, Student Services, and administrative departments to resolve student issues. Oversees the hiring, training, professional development and evaluation of personnel. Oversees budget, policies and procedures for areas of responsibility within the Student Enrollment Center.

**COMPETENCIES**

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

Education

Education Level	Education Details	Required/ Preferred	
Master's Degree		Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
Progressive	Minimum five years of experience in Student Services, Administrative Services, and Enrollment in a Higher Education setting. Minimum two years of supervisory experience.	Required	or
Some	Experience assisting student welfare concerns and special population services. Experience supervising multiple units in a higher education setting.	Preferred	and

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
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## Knowledge, Skills and Abilities

KSAs	Proficiency
• Able to creatively problem-solve with students, faculty and staff.	Skilled
• Must have strong computer skills, especially in the area of word processing, desktop publishing and database management (e.g., PeopleSoft, MS Office, etc.); innovative and creative in the use of computer and internet technology.	Skilled
• Must have ability to manage multiple tasks and projects simultaneously, ability to take initiative for projects and development of services within office as essential.	Skilled
• Must have strong interpersonal skills, including written and verbal communication skills. Must have excellent public relations skills and ability to collaborate with many diverse constituencies.	Proficient
• Knowledgeable of the various needs of our diverse student population. Knowledgeable of student development and experience developing programs and working with special students populations.	Proficient
• Knowledgeable of State and Federal rules, regulations, guidelines related to assigned areas.	Skilled
• Strong organizational skills and attention to detail required. Train, supervise, and evaluate professional staff as well as student employees.	Skilled
• Devotion to a positive customer service model; able to effectively integrate online and in-person services to students.	Skilled
• Understanding of student retention and student development theory and practice.	Skilled

## JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

## Essential Functions

Essential Function	% TIME
• Supervises the functional units of the SEC which include the SEC, Hawk Help Desk and ID services. Serves as an information resource for prospective, current, former students, families, faculty and staff. Performs administrative duties, oversees daily functions, budget oversight, assesses office effectiveness and supervises professional and student personnel.	45%
• Develops positive working relationships throughout the University and works collaboratively with various constituencies. Serve as primary point of contact for the university community regarding internal concerns and collaborate with administrative departments, student services, academic support services, enrollment services, and auxiliary services (i.e. Admissions, Academic Records, Financial Aid, Student Business Services, Academic Advising, UCT Support Center, etc.).	20%
• Coordinates online student services. Periodic on-site responsibilities at off-campus locations (I.E. UHCL-Pearland Campus, Texas Medical Center, etc.) Provides outstanding customer service to our internal and external customers.	10%
• Effectively utilizes data in the decision-making process. Develops and maintains a thorough understanding and comprehensive interpretation of institutional policies and procedures and how they impact students and their educational experience.	5%
• Develops, disseminates, and maintains informational resources for students and the university community via various outlets including the web, social media, brochures, etc. and coordinating informational SEC tables at University recruitment events.	10%
• Serves as a facilitator for cross-training staff and managing student workers.	5%
• Other related duties as assigned.	5%

## PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

## PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

### Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

## Travel Requirements

Estimated Amount	Brief Description
10%	To related events as needed.