



**HUDSON
COUNTY
COMMUNITY COLLEGE**
VACANCY NOTIFICATION
Revised Date: December 5, 2017

Assistant Director, Admissions

Hudson County Community College is an award-winning, comprehensive urban college located just across the Hudson River from Manhattan in Jersey City and Union City, NJ. Fully accredited by Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most historic and ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACCC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Arts Conference Center and in 2012 for the North Hudson Campus Project, and in 2015 for the Library Building.

Position Summary:

Plans, executes and leads front-end admissions procedures and office operations in support of the College's mission statement and to meet the strategic enrollment initiatives of the College. Participates in and leads the advisement and follow up of applicants; manages front-end admission operations, including the front window, application/documentation processes, and the overall enrollment process.

Essential Responsibilities:

1. In consort with the Director of Admissions, oversees front-end/office operations, including, but not limited to:
 - supervision of admissions advisors and front-end staff member responsibilities and daily tasks
 - managing application procedure and processing through Colleague and Recruit Software
 - scheduling and ensuring adequate front window coverage
 - creating, designing, and implementing new strategies and enrollment initiatives to improve efficiency and customer service
 - oversees campus tours and process
 - updating materials, handouts, etc. and developing new informational documents to keep staff and students informed of the newest changes and procedures
 - collaborating with Registrar, Financial Aid, Testing Center, Bursar, Advising/Counseling and other departments to improve admission operations and resolve student concerns or issues
 - implementing staff training to improve operations and customer service
2. Follows, enforces, and ensures departmental compliance with relevant federal, state and local regulations, established Student and Academic Affairs policies and procedures, and the rules and regulations defined by the Family Educational Rights and Privacy Act (FERPA).
3. Stays current on the College's academic programs, services and value proposition in order to provide accurate, compelling and relevant information to current and prospective students.
4. Establishes and coordinates the ongoing activities of the front-end admissions team to ensure overall operating efficiency, sound fiscal management, and the provision of maximum customer service to prospective, new, and existing students:
 - Defines, develops, implements, and monitors effective departmental policies, procedures, and systems that support the overall goals and objectives of the Enrollment Services department, track and verify the status of an initial student application through final College admission, and ease the overall admissions process for students;

- Reviews student applications to ensure the inclusion of all pertinent information and required documentation. Consistently monitors data input to the admissions component of the Student Information System (SIS) to ensure the accuracy, completion, and currency of various student information. Generates various reports for the purpose of tracking student application status, implementing follow-up action, finalizing student admissions, as well as to gather and compile various admissions, and enrollment statistics;
 - Ensures the prompt identification and timely resolution of prospective, new, and existing student problems; provides advice and guidance, explains established processes and procedures to ensure that students feel welcomed into the College community and have the information they need to successfully progress through the admissions process;
5. Assist with Open House and enrollment events at various on-site and off-site campus locations.
 6. Provides ongoing direction and supervision to front-end Admissions staff:
 - Provides ongoing leadership, advice, training, and guidance to staff;
 - Ensures appropriate work distribution to front-end staff;
 - Conducts observations of front-end staff to provide ongoing coaching and to identify opportunities for staff training and development;
 7. Represents the College to external constituencies and projects a positive self-image of professionalism, appearance, confidentiality, courtesy, conduct, honesty, fairness, and personal integrity at all times.
 8. Directs and/or performs other admission services and activities, as required. Actively participates and/or manages special projects, as required. Remains flexible and adaptable in work schedules and work assignments as defined by College and departmental needs.

Position Requirements:

Education & Experience:

Minimum of a Bachelor's degree with experience in post-secondary education/academic/student affairs administration required; Master's degree preferred; prior management experience required.

Special Knowledge, Skills and Abilities:

Comprehensive knowledge of admissions standards and principals with the ability to plan, organize and direct the operations of an admissions office. Highly effective verbal and written communication skills, interpersonal, and customer service skills required to effectively collaborate with prospective, new and existing students, Division Deans, faculty, advisors, counselors, and all levels of employees and management. Computer proficiency and knowledge of automated admissions and student information systems also required. An understanding of and commitment to the role of a comprehensive community college in an urban multi-cultural setting also required, with prior experience in working with non-traditional students from diverse cultural and ethnic backgrounds being essential. Bi-lingual ability preferred.

To Apply: Send letter of application, resume, salary requirements and names/contact information of three professional references.

Department of Human Resources
81 Sip Avenue, Mezzanine Level
Jersey City, NJ 07306
E-mail: Resumes@hccc.edu
Fax: (201) 714-2509

For additional information and employment opportunities at HCCC, please visit:
www.njherc.org, www.higheredjobs.com and www.latinosinhighered.com

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

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