



Position Announcement – Red Rocks Community College

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HERE**

Position Title: Associate Director of Admissions

Position Information	Associate Director of Admissions
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Position Number	400015
Campus Location	Lakewood, Colorado
Primary Physical Work Address	13300 West Sixth Avenue Lakewood Colorado 80228
Salary	\$55,871.26
Starting Pay Rate	Starting Salary is not negotiable
Anticipated Start Date	Fall 2021
FLSA Status	Exempt, this position is not eligible for overtime.
Closing Date	Sunday October 03, 2021 by 11:59 p.m.
Job Type	Full Time
Benefits	RRCC offers a range of benefit choices (Medical, Dental, Vision, FSA, Life Insurance, Supplemental Retirement Plans, PERA, Disability Benefits, and more). For additional information, please visit the CCCS Employee Benefit Website .
Retirement	The Colorado Public Employees' Retirement Association (PERA) provides retirement and other benefits to employees of the State of Colorado.
Time Off	<ul style="list-style-type: none"> • Leave Accruals (Leave prorated for appointments under 100%) <ul style="list-style-type: none"> • Annual/Personal Days: 22.5 (180 hours) • Sick Days: 15 (120 hours) • (Over 12 months, based on full time appointment accruals) • Other Leave <ul style="list-style-type: none"> • Administrative Leave for Academic and Volunteer Activities: (18 hours per fiscal year) • Holidays Observed: 10 <ul style="list-style-type: none"> • Four Holidays are observed on an <i>alternate schedule</i> (Columbus Day, Veteran's Day, Martin Luther King Jr. Day, and President's Day). RRCC observes these holidays between Christmas Day and New Year's Day, resulting in campus being closed from Christmas Day through New Year's Day, with eligible employees on Holiday Leave • Jury Leave • Military Leave
Online Application	Click Here to Begin Your Application

Position Announcement:

Red Rocks Community College is seeking applications for a full-time Associate Director of Admissions to join our Student Success division.

Red Rocks Community College exemplifies extraordinary. We are dedicated to our Vision and Mission, which promote student achievement, staff empowerment, and community engagement. We live our values: Integrity, Collaboration, Learning, Inclusiveness, and Communication. We encourage applications from individuals whose background and interests align with our commitment to inclusiveness and welcome you to visit the RRCC Inclusion & Diversity webpage for additional information.

With an unrivaled reputation grounded in our Values, we stand out as a cutting-edge model in higher education. We are one of the first community colleges in the country to offer both Bachelor's and Master's degree programs. Our continued pursuit of excellence is instilled in our employees and has inspired a dynamic and passionate culture.

Summary of Position:

The Associate Director provides oversight to all RRCC student application processes and procedures. The oversight is provided through collaboratively working with all Student Affairs Departments to facilitate the student application and admission process. This position requires a strong deployment of logistics, as well as being detail-oriented and process driven.

Required Qualifications:

- BA/BS degree in education, student development, or related field from a regionally accredited institution.
 - Substitution: A combination of education (must have a minimum of 60 college credit hours) and related professional experience. Experience must be in addition to the required prior work experience.
- Two (2) years' experience working in a customer service environment.
- Two (2) years handling difficult or unexpected situations in the work place and complex work place challenges.
- Two (2) years of professional higher education experience managing multiple professional staff members.

Preferred Qualifications:

- Student Information System experience – Banner.
- Three (3) years' experience working in Higher Education, including knowledge of FERPA, Student Services, Enrollment, Financial Aid and/or other College processes.
- Three (3) years of customer service experience.
- Membership in or experience working in diverse communities and supporting the success of students and staff from racial, ethnic, and gender backgrounds that are underrepresented in the College.

Required Knowledge, Skills, Abilities:

- Verbal and written communication skills including the ability to give and receive information and present complex information to groups and in public settings.
- Ability to collect, compile, analyze and evaluate information and make verbal or written presentations based on this information.
- Ability to create and keep deadlines, manage appointments, pay attention to details, keep work organized, manage competing priorities and plan, prioritize and achieve goals.
- Proficient in MS Outlook, Word and Excel.
- Ability to determine needs of the customer/caller and obtain necessary information.
- Ability to train/instruct others.

Description of Position

Staffing

- Ensures full coverage for both units and steps in to answer incoming calls or provide front counter coverage when needed.
- Sets bi-weekly 1:1's with all call center/admissions staff.
- Create, maintain, and compile job aides for training of Navigators, and updates to reflect processing changes.
- Oversees daily scheduling of both Call Center and Admission's front counter staff. Create and maintain schedules for full and part time staff. Approve all timesheets and all leave requests for full time employees.
- Meet quarterly with: Advising, Assessment, Cashiers, Financial Aid and Student Records to ensure updated and accurate information used by the Call Center and Admissions.
- Assist with the processing of applications through the CRM system and provide support in troubleshooting system errors.
- Coordinate monthly report meetings with Call Center/Admissions staff. Follow up on goals, performance, and plans for improvement.

Call Center Operations

- Creates monthly reports for Call Center to ensure that SLA's are being met.
- Maintains current college information, FAQ scripts, and pertinent information/process needed by Call Center and Admissions staff.
- Responds to inquiries received by the Call Center and works closely with directors/managers of Advising, Assessment, Cashier's, Enrollment, Financial Aid, and Student Records to gain knowledge and stay current on pertinent information for students.
- Serves as gatekeeper for the phone trees and voice messages; keep main adjoining phone trees and voice messages current and functional including any after hour's messages.
- Manage the resolution of all callers', direct or referred, issues through a one-call resolution standard.
- Provide callers with general college information. Provide specific Student Success department information and assist callers in resolving issues pertaining to: Admissions, Advising, Assessment, Cashier's, Enrollment, Financial Aid, and Student Records.

- Resolves phone system emergencies.
- Meet with the Call Center Advisory Committee twice every year. Work closely with stakeholders.
- Creates all necessary forms and documents used by the call center and in the admissions process.

Admissions/Registration

- Oversee the distribution and completion of all emails received in Admissions inbox.
- Assists students with registration.
- Ensures accurate removal of holds, resetting portal passwords, registering students, CRM application password reset, and overriding prerequisite requirements submitted by faculty.
- Process Warren Tech registration.
- Oversee Re-enrollments, Late Registrations and Registrations by Permission.

Recruitment

- Assist in promoting customer service initiatives that support the strategic plan, goals, and mission of the college.
- Assist with all onboarding process as directed by the Director of Admissions.
- Participate in on campus admissions driven events.
- Represent the College at local recruitment opportunities.
- Oversee outbound calling campaigns to current students to encourage registration, use of RRCC resources.

How to Apply:

Complete applications must be received by 11:59 p.m. Sunday October 03, 2021. To apply for this position, [click here to begin your application](#), including the following:

1. A cover letter describing your professional experiences and addressing the required and preferred qualifications.
2. A resume.
3. Transcripts (unofficial).

Additional upload sections are available in the application to include ***optional*** attachments.

Please note the following prior to beginning your application:

- Your application progress cannot be saved. If you exit prior to submitting your materials, you will need to restart the application.
- As a part of the application process, you will be asked to provide the name, phone number, and email address of three professional references. References will only be contacted for candidates at the second level interview stage.
- You will be required to attach a cover letter, resume, and transcripts. Your cover letter should describe your professional experiences and address the required and preferred qualifications.
- Once you submit your application, you will no longer have an opportunity to review or make changes.
- You will receive a confirmation email once your application has been received.

Benefits:

RRCC offers a range of benefit choices (Medical, Dental, Vision, FSA, Life Insurance, Supplemental Retirement Plans, PERA, Disability Benefits, and more). For additional information, please visit the [CCCS Employee Benefit Website](#).

The Assessment Process:

Red Rocks Community College utilizes selection and/or search committees in the hiring process for vacant positions. All applications received by the closing deadline listed on this announcement will be reviewed to determine if applicants meet required qualifications. All applicants meeting the required qualifications will be considered for an interview with the department.

Be sure your application materials specifically address your qualifications, experience, work products, and accomplishments, as they relate to the position responsibilities, required qualifications, and preferred qualifications sections of this announcement. Upload additional documents, if necessary, to fully explain your experience and qualifications as they relate to this position. Failure to include adequate information or follow instructions and apply by the listed submission deadline, may result in your application not being accepted for this position, and may affect your inclusion as a qualified candidate at any stage in the search/selection process for this position.

Transcripts Required:

An unofficial copy of transcripts must be submitted at the time of application. Assessment is required for Transcripts from colleges or universities outside the United States for U.S. equivalency by a NACES educational credential evaluation service. This documentation is the responsibility of the applicant and must be included as part of your application materials. Failure to provide a transcript or credential evaluation report may result in the rejection of your application and you will not be continued in the search/selection process for this position announcement. If selected as the finalist for the position, official transcripts are required as a condition of employment.

Necessary Special Requirements:

Must submit to and successfully complete a pre-employment background check as a condition of hire. Felony convictions or conviction of crimes of moral turpitude or convictions of misdemeanors related to job duties may disqualify you from consideration for this position. Should your background check reveal any charges and convictions, it is your responsibility to provide RRCC Office of Human Resources with an official disposition of the charges.

Important Notes:

Note: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this within your application materials.

Red Rocks Community College is committed to diversity in its people and programs. The College is an equal opportunity educational institution and does not discriminate on

the basis of disability, race, creed, color, sex/gender, sexual orientation gender identity, religion, age, national/ ethnic origin, pregnancy status, veteran's status, genetic information, physical or mental disability, or any other category protected by applicable law, in its employment practices or educational programs and activities.

RRCC has designated the Executive Director of Human Resources as its Affirmative Action Officer/Equal Opportunity Administrator/Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. For information, contact Executive Director of Human Resources, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, 13300 West Sixth Avenue, Lakewood, CO 80228. 303-914-6298.

Reasonable accommodation will be provided upon request for persons with disabilities. If you are a person with a disability who requires an accommodation to participate in the application process, please notify Human Resources at 303-914-6570.

RRCC conducts pre-employment background checks on all employment finalists to determine or verify background information, including criminal history, references from previous employment, qualifications, and, when applicable, driving history. Employment offers are contingent upon receiving a satisfactory report.

For information regarding Red Rocks Community College Security, including crime statistics for the Red Rocks Community College Lakewood and Arvada campuses, please see the Red Rocks Community College campus security website at <http://www.rrcc.edu/police/>. For a hard copy report, please contact 303.914.6494.