COMMUNITY COLLEGE
OF RHODE ISLAND
Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Dean Enrollment Management, Systems, and Innovation
POSITION NO.	501631
LOCATION	Lincoln
REPORTS TO	Associate Vice President for Student Affairs
GRADE	BOE 18
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISES:	Offices of Records, Admissions, Enrollment Services, and Veteran Services.
REVISION DATE	July 2023

JOB SUMMARY:

The Dean of Enrollment Management, Systems, and Innovation (EMSI) is a reimagined position on the Student Affairs Leadership Team. The Dean of EMSI will have access to and a deep understanding of student information systems (Ellucian Banner preferred) and the extensive set of college data and use of these data to position CCRI as a model for data-informed student-centric policy, practice and application of technology among public two-year colleges. This position will lead equity-minded workflow reviews and conduct path analyses across the student lifecycle. The Dean of EMSI will leverage current data and emerging technologies to help transform the CCRI student experience through greater personalization and more connected services.

The Dean of EMSI will be a collaborator and change-maker influencing college-wide academic affairs and student success policies and practices and oversee the student affairs functional areas of Records, Admissions, Enrollment Services, and Veteran Services. The Dean will provide direct supervision of the Director of Records, Director of Admissions, Associate Director of Enrollment Services (2), and the Veterans Certifying Official.

This position combines expertise in strategic enrollment management and the role of the registrar to improve automation and efficiency in the operations of 4-year student transfer, early college and adult recruitment, class and room scheduling and student educational planning, and division CRM adoption to scale a personalized experience that minimizes enrollment and graduation barriers for our students. This leader will be expected to incorporate higher education and community college best practices into the vision, strategy and practices of each functional area.

DUTIES AND RESPONSIBILITIES:

- Maintain knowledge of and incorporate best practices and innovative enrollment strategies in community colleges and higher education.
- Ensure that all Enrollment Management functional areas have processes, policies, technology, and resources necessary to achieve enrollment and student success goals.
- Participate in the identification, selection and implementation of student-facing technologies.
- Review and analyze data on student enrollment and success to shape strategic direction; and regularly re-evaluate the effectiveness of recruitment, admissions, and enrollment services to ensure alignment with the College and Student Affairs division Strategic Plans.
- Oversee recruitment, supervision, and professional development of staff; and develop a strong sense of teamwork, equity, and investment in mission across all functional areas.
- Collaborate across divisions to improve the College's ability to serve students with intention and excellence; and ensure that the Enrollment Management department is positioned to support key College initiatives.
- Collaborate with Academic Affairs and Institutional Effectiveness to ensure effective and data-informed course scheduling.
- Participate in the development of marketing and communication strategies to achieve strategic recruitment and enrollment goals.
- Represent the College at state and community meetings and events as they relate to Enrollment Management and student services.
- Develop and manage the Enrollment Management budget.
- Ensure compliance with all state regulations, federal laws, and CCRI policies.

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Perform other related duties as assigned, which will be varied and substantial given the scope of this role within Student Affairs and the College

LICENSES, TOOLS, AND EQUIPMENT:
Proficiency using software appropriate to a marketing, communication and publications office, including but not limited to MS Office, and Adobe Creative Suite.

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Master's degree
- Progressively responsible leadership experience in the functional areas of admissions, enrollment services, financial aid, and/or records (Registrar level)
- Experience with core technology applications such as Ellucian Banner 9 student information system (or similar), Degree Works degree audit and planner (or similar), Argos
- Reporting (or similar), CRM solutions (in-process of vendor selection and implementation), and advanced Microsoft Excel (or similar).
- Demonstrated ability to develop and use data analytics and modeling to inform enrollment management and records strategy
- Demonstrated ability to lead a team to deliver service excellence and drive change that delivers results despite obstacles and challenges

PREFERRED QUALIFICATIONS:
- Experience at an institution with a single stop/shared services model

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.