

TOMPKINS CORTLAND COMMUNITY COLLEGE

POSITION TITLE

Assistant Director of
Enrollment Management Systems

GRADE

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ORGANIZATIONAL UNIT

Enrollment Management

REPORTS TO

Director Of Enrollment Management
Systems & Slate Captain

APPROVED BY

Board of Trustees
December 18, 2024

SUMMARY

The Assistant Director of Enrollment Management Systems works under the direction of the Director of Enrollment Management Systems and is responsible for coordinating and overseeing day-to-day enrollment operations across the campus. In addition to managing daily operations, this position supports systems integration initiatives and future development projects. The Assistant Director leads the coordination of operational processes such as document and data imports, oversees inbound communications through the Slate inbox, and ensures the accuracy and timeliness of data clean-up tasks, including duplicate record consolidation and managing bounced emails.

This role is responsible for maintaining and improving documentation and continuity across operational processes, procedures, and current business practices. The Assistant Director also collaborates with various campus departments, including marketing, student success, admissions, financial aid, student accounts, athletics, CollegeNow (concurrent enrollment), International/ Global Initiatives, and workforce development, to support communications and campaign development.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for the oversight and management of application processing and review workflows for applicants, accepted students, and enrolled student populations, ensuring seamless transitions across phases.
2. Ensure that all data and documents are processed promptly and accurately, including completing the application and enrollment checklist items.
3. Supervise all email communications managed through the Slate Inbox, including admissions and transcript-related inquiries. Lead the strategic transition of additional functional areas across campus into Slate's Inbox, enhancing centralized communication processes. Ensure the effective use of Slate snippets by all users to maintain consistent messaging and efficient email handling.
4. Oversee daily operations involving duplicate record consolidation, management of bounced messages, and rigorous data validation to maintain the highest standards of data integrity across all enrollment systems.
5. Oversee the accuracy of data imports and exports, document and record processing, and ensure that standard and ad hoc reporting is accurate. Lead communication flow planning, inventory control, and fulfillment processes.
6. Fulfill data requests from various campus departments and external vendors, ensuring accurate and timely responses.
7. Provide leadership in maintaining and developing new data integrations between various enrollment systems (Slate, PowerCampus, PowerFAIDS, Parchment, College Board, EAB). Oversee data imports, exports, and ongoing data cleanup, ensuring seamless interoperability between systems and the accuracy of enrollment data. Act as a key liaison between IT and functional departments to ensure data systems are aligned with institutional goals.

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8. Drive continuous improvement initiatives in enrollment processing by analyzing current practices, identifying areas for enhancement, and implementing innovative solutions. Participate in strategic planning efforts to align enrollment operations with institutional priorities and long-term goals.
9. Provide front and backend user support, including training and documentation for Slate users across the institution.

MINIMUM QUALIFICATIONS

A Bachelor's degree and 2 years of experience in a related field (higher education, K-12, government or non-profit, peer coaching, an internship in a related field, etc.) are required, or an Associate's degree and 4 years of relevant experience; Ability to work evening and weekends as needed for program support; must have reliable transportation for site visits, etc.; familiarity with Microsoft Office suite, video-conferencing programs, and cloud-based file sharing. Organizational skills, attention to detail, and being a self-starter are critical for success. This role takes a hands-on approach to troubleshooting functional, process, and system issues and managing these through resolution.

DESIRED QUALIFICATIONS

Knowledge of Student Information Systems is preferred. Experience with PowerCampus (or other Ellucian products) and experience with Slate is preferred. Knowledge of customer relationship management databases is preferred. Looking for detail oriented and highly organized individual with the ability to manage day-to-day enrollment operations processing needs and the desire to continue to enhance and evolve existing processes.