BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Assistant Director Registration & Records/One Stop Supervisor

DEPARTMENT: Records and Registration

FUNCTION: Serves customers by planning and implementing one stop strategies and operations; improving systems and processes; managing staff.

REPORTS TO: Managing Director, Registration and Records

SUPERVISES: Staff as assigned

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Determines one stop operational strategies by conducting needs assessments, performance reviews, enforcing policies and procedures, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
2. Develops and conducts training modules of one-stop
3. Develops one stop procedures
4. Creates staff schedules to ensure coverage of one stop offices
5. Maintains and improves one stop operation by monitoring staff performance; identifying and resolving technical problems, preparing and completing action plans and process improvement and quality assurance programs.
6. Prepares one stop performance reports by collecting, analyzing, and summarizing data and trends and proposes and implements changes based on findings.
7. Maintains equipment with the guidance and support of the Office of Information Technology
8. Maintains professional and technical knowledge by tracking emerging trends in one stop centers; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
9. Accomplishes organizational goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
10. Collaborates with other departments within the Division
11. Implements innovative ideas that are inclusive of other departments across campus
12. Provide excellent customer services
13. Performs additional tasks or duties as assigned by the Managing Director, Registration and Records or other designated management.

MINIMUM QUALIFICATIONS:


Exhibits strong skills in:
- Leadership
- Managing People
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Flexible schedule to meet department needs. Some evening, weekends and extended hours may be required.

Education: Bachelor’s degree required; Master’s Degree preferred

Experience: Two years of experience in registration or financial aid service environment, excellent customer service and interpersonal skills are essential; community college experience Preferred.

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources
THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE