The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

**General Function:**
Manages operational functions including but not limited to budgets, policies and procedures, audit compliance, marketing, and tuition collection. Oversees personnel in the Customer Service Center and Records Management including recruiting, hiring, training, supervising, and evaluating.

**Characteristic, Duties and Responsibilities:**
1. Recruits and hires personnel. Schedules and monitors Customer Service staff based on regular and peak registration times. Conducts employee performance evaluations. Coaches and mentors staff for skills improvement and to determine career path.
2. Provides training to staff in the following areas: orientation, registration, tracking procedures, audit requirements, contract generation, roster processing, customer service policies/skills, COD entry and tracking.
3. Develops and maintains department budgets.
4. Acts as a liaison for all Corporate and Continuing Education (CCE) departments and with educational support services.
5. Develops and implements new and improved processes for the department.
6. Reviews technology needs and makes recommendations.
7. Develops and maintains marketing campaigns for registration.
8. Submits monthly and weekly reports (FTE generation, class enrollment, & cancellations, instructor conflicts, & student contacts, etc).
9. Monitors and develops course outlines and FAQ folders.
10. Acts as a liaison with state offices for new course approvals, additions and deletions in the combined course libraries.
11. Approves refunds, course conflicts, class capacity, and business office holds.
12. Develops an employee incentive/recognition system for the department.
13. Reviews and recommends changes in policies and procedures.
15. Contacts students concerning non-payment of tuition.
16. Performs other duties as assigned.
Job Description

Job Title: Director of Records Management/Customer Service
Grade: M
Department: Corporate and Continuing Education
FLSA: Exempt

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Reporting Relationships:
Direction Received: Reports to Associate Dean
Direction Given: Responsible for directing the work of first line supervisors or coordinators.

Minimum Requirements:
Bachelor’s degree from an accredited college or university and five years of administrative experience

Knowledge, Skills, Abilities and Worker Characteristics:
Supervisory and leadership skills
Ability to make decisions and handle conflicts or difficult/sensitive situations
Ability to analyze and solve problem
Excellent customer service skills
Knowledge of marketing principles and practices
Knowledge of budgeting principles and practices
Understanding of North Carolina’s audit requirements and regulations
Strong knowledge of the college’s course offerings, policies and procedures on course registration, course payment and refunds
Ability to review and recommend changes to computer software and equipment
Proficiency with office software such as email and spreadsheet and administrative information software

Working Conditions:
Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position’s role, scope, FLSA status, or grade.

August 2008