

The Assistant Vice Chancellor for Enrollment Management (AVC-EM) provides direction for strategy and internal control for recruitment, admissions, orientation, registration, student records, financial aid, and student accounts receivable transactions for the Service Center and Tennessee Colleges of Applied Technology (TCATs). The AVC-EM is responsible for providing leadership and oversight to the Associate, Student positions while supporting a culture of excellent customer service. The AVC-EM will be accountable to the institutions served, as well as the Service Center Governance Committee to ensure that the Service Center meets all service level agreements (SLAs) and performance expectations, while continually seeking new and innovative improvements to business processes.

As a secondary responsibility, the AVC-EM will serve as the technical point of contact in working with all 40 TBR institutions in the implementation of system-wide technology solutions for recruitment and retention functions. This includes working with the Associate Vice Chancellor on technology solutions for etranscripts, common application, and CRM applications that connect with the MEP instance of Banner for TCATs and individual community college Banner instances. The AVC-EM will serve in a coordinating role with the Associate Vice Chancellor for the System Office's Strategic Enrollment Management team.

Responsibilities:

Establishes goals, monitors progress, and evaluates objectives for the Service Center to support ongoing service improvement;

Evaluates effectiveness of policies and guidelines and makes revisions and recommendations accordingly;

Provides leadership and direction regarding student database functionality within recruitment, admissions, orientation, registration, student records, financial aid, and student accounts receivables to ensure that all functional and technical needs related to implementation and subsequent updates are addressed accordingly;

In collaboration with the Associate Vice Chancellor, provides leadership and direction regarding all enrollment management related state and federal policy changes; including legislation and regulation policies, guidelines, and procedures;

Remains current on all enrollment management process and procedure changes, specifically in accordance with the National Association of Student Financial Aid Administrators (NASFAA), American Association of Collegiate Registrars and Admissions Officers (ACCRAO), Student Affairs Administrators in Higher Education (NASPA), or other regional professional boards;

Serves as a primary member of the System's Strategic Enrollment Management team;

Leads monthly calls with TCAT financial aid and admissions institutional representatives to ensure that the Service Center is meeting its established performance metrics for student related activities;

Acts as a liaison for TCAT institutions to the TBR Office of Academic Affairs for curriculum and program related changes;

Provides consultative services to TCAT institutions in support of student related best practice implementations;

Develops trainings to address new service offerings within the student database for student related processes and procedures;

Acts as a liaison between TCAT institutions and IT for all student database related updates;

Coordinates with IT to research and implement improvements to the student database and ensure that the student database is meeting stakeholder expectations and needs by working with vendors to resolve system issues;

Initiates the draw down of federal and state financial aid funds (e.g., Pell Grant, Tennessee State G5 Funds, Tennessee Promise Funds) and the return of excess funds at the request of the institution (e.g., R2T4 process);

Supports procedures for the acceptance of external scholarship funds;

Provides oversight for all financial aid reconciliation activities; including the importing of Common Origination and Disbursement (COD) files and the processing of student database outputs;

Oversee the creation of population selections for batch processes;

Provides reporting assistance to the TCATs through the creation of scheduled population group selections for the running on student database processes;

Oversees the preparation and finalization of institutional, TBR, State, and Federal required reporting, as well as ad hoc reports;

In coordination with the Associate Vice Chancellor, oversees System efforts to implement technology solutions related to admissions, records, and financial aid. Serves as the System "expert" in how to implement technology solutions that interface with the TCAT MEP Banner and institutional Banner instances at the Community Colleges;

Directs the Associate, Student positions to ensure timely and proper execution of student related activities for institutions served;

Ensures staff compliance with all applicable institutional, TBR, State, and Federal regulations, policies, and guidelines in support of ongoing improvement and standardization of system-wide student related transactions;

Performs additional duties as assigned

Knowledge, Skills, and Abilities:

Demonstrated understanding of the missions and environments of a variety of college types from technical education to doctoral granting institutions;

Demonstrated effective and collaborative leadership style with the ability to establish priorities, delegate, motivate, and direct staff;

Significant experience contributing to and enacting both short-term and long-term strategic planning;

Excellent communication, negotiation, conflict resolution, and team building skills;

Demonstrated commitment and ability to work with a diverse group of educational stakeholders in support of campus and department missions;

Expertise in financial aid and student records, and related reporting requirements;

Demonstrated knowledge of federal and state laws and guidelines;

Ability to maintain confidentiality in compliance with rules and regulations, including HIPAA and FERPA guidelines on the disclosure of information

Minimum Qualifications:

Bachelor's degree;

Minimum of 5 years of student services work experience;

First hand experience with Banner or similar ERP system

Preferred Qualifications:

Master's degree in Higher Education Administration or a related field;

Experience working in student services in a college or university setting;

Experience within a shared services operating environment;

Minimum of 5 years of supervisory experience over full-time staff

Applications accepted online only at <https://www.tbr.edu/hr/job-opportunities-tbr-system-office>