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**JOB DESCRIPTION: SENIOR MANAGER, ENROLLMENT**

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<b>DEPARTMENT:</b>	Instruction	<b>REPORTS TO:</b>	Director of Instruction
<b>JOB CLASS:</b>	Senior Manager	<b>PAY GRADE:</b>	20
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	6/8/2016

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Senior Manager, Enrollment oversees all activities related to FLVS FLEX K-12 enrollments and supervises the Enrollment Department. The Senior Manager collaborates with veteran Instructional Leaders, mentors new Instructional Leaders, and assists the Senior Directors of Instruction and the Directors of Instruction in providing direction for all matters relating to FLVS FLEX K-12 enrollments. This position serves as a liaison between Instructional Leadership, the District Relations Managers and the Guidance Team. The Senior Manager, Enrollment is responsible for analyzing data and recommending data driven decisions. The Senior Manager, Enrollment manages and coordinates duties associated with Virtual School Administrator (VSA) enrollment operations for FLVS FLEX K-12. The Senior Manager, Enrollment oversees the assistance provided to school site-based labs and reports enrollment data to a variety of departments and ensures the accuracy, efficiency, and timeliness of credit enrollments.

**ESSENTIAL POSITION FUNCTIONS:**

- Mentor new Instructional Leaders on enrollment trends, hiring decisions, and schoolhouse enrollment status relating to FLVS FLEX K-12 enrollments
- Advise Instructional Leadership on trends and needs relating to FLVS FLEX K-12 enrollments
- Communicate with the Senior Director of FLVS Flex regarding enrollment decisions and DOE policies
- Facilitate communication between the Instruction Department and District Relations Managers and other FLVS departments regarding FLVS FLEX and Elementary enrollments
- Hire and supervise Enrollment team members by coordinating, assigning, and monitoring task distribution, providing mentoring and training, and evaluating progress through the FLVS performance appraisal
- Participate in and lead regular team meetings
- Keep abreast of new developments in state policy and district/school related initiatives through readings and other means of gathering training and knowledge and disseminate information to team and staff on a regular basis
- Participate in the development of annual goals, objectives, and accountability metrics for the Florida Services department; recommend, implement, and administer methods and procedures to enhance District Relations Managers operations
- Provide analysis and strategies for increasing enrollments and yield
- Monitor VSA enrollment operations for FLVS
- Manage the efforts of the Enrollment Technicians in terms of their duties and responsibilities in the achievement of school goals and priorities
- Maintain a high level of customer service in handling escalated teacher and Instructional Leader issues in enrollment operations

- Oversee school lab enrollments and delivery of data to all departments involved in school labs
- Provide predictive and trend data to a variety of departments to support the school FTE process
- Participate in development and testing of new VSA modules
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

**MINIMUM REQUIREMENTS:**

***Education/Licensure/Certification:***

- Bachelor's degree; or equivalent combination of education and relevant experience

***Experience:***

- Five years' experience in Registrar, Educational, Technology field or related field
- Two years' leadership, management, and/or supervisory experience
- Three years' experience working in VSA, preferred

***Knowledge, abilities and skills:***

- Ability to work with and through people to establish goals, objectives, and action plans
- Basic knowledge of computer operation and office software
- Strong knowledge of help desk procedures
- Strong knowledge of VSA administration
- Strong knowledge of principles of the credit production process
- Office software experience and strong organizational skills
- Ability to prioritize tasks and meet aggressive deadlines
- Ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria
- Strong written and verbal communication skills
- Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives

**CORE COMPETENCIES FOR SUCCESS:**

COMMUNICATION SKILLS	CUSTOMER FOCUS
<i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps</i>	<i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer</i>

<i>supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	<i>feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p><b>FUNCTIONAL /TECHNICAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

### **MANAGER COMPETENCIES FOR SUCCESS:**

<p><b>COMMAND SKILLS</b></p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p><b>CONFLICT MANAGEMENT</b></p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
<p><b>LISTENING</b></p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i></p>	<p><b>MANAGING DIVERSITY</b></p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i></p>
<p><b>DEVELOPING OTHERS</b></p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p><b>TIMELY, QUALITY DECISION MAKING</b></p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p><b>PROCESS MANAGEMENT</b></p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p><b>TEAM BUILDING</b></p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares</i></p>

	<i>ownership and visibility</i>
<b>MANAGING &amp; MEASURING WORK</b> <i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i>	<b>COMFORT AROUND HIGHER MANAGEMENT</b> <i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i>
<b>MANAGERIAL COURAGE</b> <i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i>	

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Remote
- Frequency of travel: Frequent travel is required for meetings, trainings, and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*