

Manager, Enrollment Management Support
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=260065>

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Posted Jul. 23, 2025, set to expire Nov. 20, 2025

Job Title Manager, Enrollment Management Support
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Jul. 23, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager
Professional Staff

Academic Field(s) Administration - Other

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Job Description

Posting Details

Position Information

Position Title: Manager, Enrollment Management Support

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Requisition Number: SCA00847

General Description

Reporting to the Director of Student Records and Registration, the Manager of Enrollment Management Support plays a key leadership role in enhancing and streamlining transcript evaluation and admissions processing to support the College's recruitment, outreach, and enrollment goals. This position is responsible for supervising staff and overseeing daily operations. The Manager reviews educational credentials—including postsecondary transcripts—to determine appropriate placement in english and math, as well as eligibility for transfer credit. They also provide advanced, student-centered support services to both new and continuing students and serve as a primary point of contact and resource for enrollment-related inquiries. The Manager is expected to maintain comprehensive knowledge of all areas within student enrollment services, including admissions, registration, academic records, financial aid, and student accounts. Occasional evening and Saturday hours may be required.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

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- Provide leadership for staff and processes within the admissions operations unit
- Supervise the daily work of staff in the unit, including scheduling work, setting performance standards and ensuring adherence to these standards, and conduct performance appraisals.
- Responsible for day-to-day operations and management of the transfer evaluation and admissions processing operations.
- Provide oversight to ensure excellent service to the various customers, both internal and external; advise the Director on matters as appropriate pertaining to the functioning of the unit.
- Oversee and ensure accuracy of processing of applicants for admission into Allied Health and other select programs; review and respond to appeals for admission into Allied Health and other select programs; participate in all inter-departmental meetings concerning these programs.
- Serve as a liaison for internal communication purposes for issues related to operations with academic departments, programs and services; business affairs and other enrollment services offices.
- Manage student data, records and files, in hard copy or electronic versions, including: developing various files and filing systems; establishing and maintaining standards for data integrity; managing data exception reports; providing oversight and coordination for appropriate document imaging
- Develop and document improved business processes and procedures to promote efficiency, greater productivity, and support operational decision making in the Division of Enrollment Management.
- Articulate course information for transfer credit into the Student Information System so that the system is an accurate and precise tool for recording transfer equivalencies.
- Maintain a complete and accurate file on transfer credit course equivalencies.
- Maintain current Transfer Credit and Placement procedures manual. •
- Assist with resolving a variety of complex issues presented at Enrollment Central for continuing and newly enrolling students in a manner that fosters favorable impressions about the quality of service delivered.
- Maintain and/or update skill sets and knowledge base to encompass all the major components of student enrollment services, including understanding and utilizing the various modules in Banner: Student, Financial Aid, and Student Accounting.
- Assist, as needed, with various enrollment-related processes and functions, such as course schedule changes, change of name and address requests, transcript processing, etc.
- Assist students in web-based transactions as needed.
- Adhere to FERPA regulations as they pertain to maintaining the security and confidentiality of all student records, as well as maintain the confidentiality of other documents on behalf of the work area and the College.

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- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Deliver quality customer services to both internal and external constituents in a professional, helpful and courteous manner.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree required. Any and all degree(s) must be from a regionally accredited institution of higher learning.
- Three (3) years of experience in enrollment services (such as admissions, registration, records maintenance, financial aid or student accounting), with a primary focus on high quality service delivery required.
- Supervisory experience with ability to foster a positive and productive work environment, and lead and motivate staff required.
- Excellent communication (oral and written) and interpersonal skills in all media (phone, face to face, and email) required.
- Ability to multi-task and to process high volumes of work with accuracy in a fast-paced environment required.
- Proficiency using MS Word, Excel and Internet applications required.
- Experience with an enterprise-wide information and report-writing system required.
- Ability to use independent judgment in making administrative/procedural decisions with minimal supervision required.
- Ability to work extended hours and an occasional Saturday as needed.
- Demonstrated commitment to the mission of an urban Community College required.
- Demonstrated success in collaborating within all levels of the institution, and the ability to work effectively with an ethnically and culturally diverse campus community required.

Preferred Qualifications

- Management experience in a collective bargaining environment preferred.
- Experience with Banner and BRIO report-writing experience preferred.

Work Location: Main Campus

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Benefits Summary

Benefits:

“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 3

Min Salary/Hourly Rate: \$54,498

Max Salary/Hourly Rate: \$89,921

Job Posting Open Date: 07/21/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

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Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?

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- No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have three years of experience in enrollment services (such as admissions, registration, records maintenance, financial aid or student accounting)?
- Yes
 - No
5. * Do you have supervisory experience?
- Yes
 - No
6. * Salary and Benefits Acknowledgment: The College offers salary bands that accommodate varying levels of experience, with most roles falling within the low to mid-range of the posted salary. Some positions may offer more flexibility for negotiation. Please confirm that you have reviewed the salary range and confirm that it meets your salary expectations by responding "yes." If the salary range does not meet your expectations, please select "no." Choosing this option will eliminate your application from the pool. By answering "no", you confirm you understand you will not be considered for the role. Our comprehensive benefits package for full-time employees includes: College-paid medical, dental, prescription drug, life, and disability insurance. Tuition remission for courses at the College. Forgivable tuition loans for accredited institutions. 403(b) retirement plan with a 10% College contribution and a 5% employee contribution. Flexible spending accounts.
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

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1. References

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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