

Title: Associate Director of Operations
Functional Title: Associate Director of Operations
Job Code:
Grade: Associate Director

Position Summary:

The Associate Director of Operations supervises Admissions department personnel to ensure enrollment and activity goals are met and that department personnel act ethically and with integrity in all activities. The employee will manage an ongoing assessment of the operations team, including the development of process management reports and quality control reports for the application evaluation process. This position will be responsible for managing multiple projects and prioritizing assignments in order to meet deadlines. S/he will be responsible for providing daily reporting to admissions leadership.

The successful candidate must demonstrate superior communication skills, professional judgment, as well as management and leadership capability. Excellent oral, written and interpersonal skills are essential, as is a professional and resourceful approach. The employee must also possess demonstrated customer service experience that incorporates a global perspective, along with a commitment and ability to work in a team setting with all levels of management, faculty, and staff.

Strong general computer skills and expertise with utilizing databases is essential. Slate and Banner knowledge are strongly preferred. The candidate must have experience working with data sets. The position includes importing, cleaning, transforming, validating and modeling data with the purpose of understanding and making conclusions from the data for presentation and decision-making purposes in Admissions.

This position reports to the Assistant Vice President for Enrollment Management and works closely with the data analyst within the Enrollment Management Division. In addition, frequent collaboration with Institutional Research, ITC and various academic departments on campus are essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises Admissions department personnel to ensure enrollment and activity goals are met
- Ensures department personnel acts ethically and with integrity in all activities
- Responsible for the operational maintenance and data integrity of the Admissions databases including, but not limited to, Slate and BANNER, and ensures accuracy of data by updating and changing student information, and by developing methods to check for discrepancies.
- Works closely with the Enrollment Management Data Analyst, ITC and Institutional Research staff to improve database operations and data import/export processes.
- Coordinates with vendors accurate data transmission and updates
- Creates and maintains queries and some communication flow rules utilizing Slate while working closely with the Communications Specialist to ensure data is extracted correctly for messaging
- Maintains and develops ad-hoc reports.
- Maintains and disseminates the Weekly Report for Senior Management.
- Monitors, filters and corrects data, troubleshoots and problem solves system-related issues, while partnering with ITC
- Develops procedures to automate manually performed procedures.

- Synchronizes prospective student information between web application and database and develops procedures related to handling of data.
- Assists with data entry during high volume periods;
- Sets priorities, organizes tasks, documents and materials efficiently.
- Think and acts creatively, strategically and collaboratively.
- Oversees import/export process for various mass data entry loads; edits large data sets to ensure accuracy on up-loads
- Monitors bridging of information on a daily basis from CRM to Banner
- Maintains a commitment to customer service and the application of appropriate flexibility in response to issues and opposing points of view.

QUALIFICATIONS:

A Bachelor's degree and 4-5 years of experience in a quantitative subject such as statistics, economics, applied mathematics, or a social science/policy field with a solid background in quantitative methods is required, or an equivalent combination of education and experience. A Master's degree in one of the same areas of study is preferred. A background in educational research, such as institutional research, retention and student success, or enrollment management research is desirable, and a working knowledge of college admissions and financial aid is also a plus.

Physical Requirements (*with or without reasonable accommodation*)

- *Eye-Hand Coordination:* Requires hand-eye coordination and manual dexterity sufficient to operate a computer keyboard, copier, calculator and other office equipment
- *Talking:* Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly
- *Repetitive Motion:* Movements frequently and regularly required using the wrists, hands, and/or fingers
- *Average Hearing:* Able to hear average or normal conversations and receive ordinary information
- *Average Visual Abilities:* Average, ordinary, visual acuity necessary including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- *Physical Strength:* Will regularly be required to sit, use hands to finger, handle or feel objects, tools and controls reach with hands and arms. Must be able to stand, walk, stoop, kneel, or crouch. Must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 20 pounds

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, prospective students, parents, service providers and vendors
- Work has deadlines, multiple interruptions, high volume and may be stressful at times

Application Process

Qualified candidates should submit all of the following in (.doc) or (.pdf) format

1. a letter of interest,
2. current resume or curriculum vitae,
3. contact information on three professional references.