

Admissions Operations CRM Specialist (ADM-CRM)

The Admissions Operations CRM Specialist serves as a key member of the team that manages Queens University of Charlotte's customer relationship management system (CRM), Technolutions-Slate. This position is charged with providing excellent user-support, ensuring data accuracy, maintaining existing functionality and annual updates, and working with the Slate Captain(s) to develop new functionality in alignment with strategic priorities. The Operations Specialist is the go-to person for admissions staff with questions, updates, and Slate-requests. In addition to technical skills, collaboration, positive attitude, problem solving skills, attention to detail, and follow through will be essential for success in the role. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities

- Provide excellent operational support across all modules in two Slate instances to users with varying levels of technical skills.
- Update queries and reports as prescribed by Admission and Enrollment Operations leadership to achieve divisional objectives. Keep reports and report distribution lists up to date. Assist admissions team with ad-hoc query building and other data requests.
- Under the direction of the Slate Captain(s), assist in the maintenance and improvement of CRM functionality: applications/forms, checklists, review processes, decision releases, events, and preparing Slate for future entry terms.
- Under the direction of the Slate Captain(s), assist in the maintenance of CRM data; updating prompt lists, providing faculty and staff with access to the system, auditing and maintaining data tables, assist with proofing, editing, and reconciling data.
- Serve as a secondary tester/analyst for Slate instance implementations and feature builds; assist with testing and management of Slate online student-facing pages as they relate to content display.
- Support Operations Manager with document processing, data imports, and decision release as needed.
- Create, update, and maintain written training documentation for all processes related to Admissions Operations business practices for both graduate and undergraduate instances; provide technical training to staff in a clear, procedural manner.
- Provide training and support to new staff in basic functions specific to their roles.
- Responsible for tracking projects and communicating with stakeholders to ensure projects within Enrollment Operations are completed in a timely fashion.

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required

- 1 or more years of experience working in higher education, admissions, operations, marketing/sales, or related field.
- Experience in Technolutions Slate or another Admission CRM preferred.
- Requires a high level of technical proficiency. Successful candidates will possess the ability and drive to quickly learn and independently apply new technologies.
- Must be able to think critically and creatively to solve problems.
- Excellent attention to detail and follow-through with the ability to plan, organize and control large and small projects through to completion;
- Strong organizational skills and attention to detail.
- Ability to work collaboratively with admissions teams (undergraduate and graduate) and partners campus wide.
- Experience – formal or informal - teaching, coaching, or leading professional training sessions. Ability to teach new users the specific database skills needed to carry out their job duties. Excellent verbal and written communication skills.
- Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands and shifting priorities;
- Must possess a strong work ethic and a good sense of humor;
- Ability to maintain the utmost discretion and integrity, especially pertaining to confidential data; FERPA knowledge preferred.
- Expertise in Microsoft Office suite, particularly Outlook, Excel, Word, and PowerPoint;
- Bachelor's degree or equivalent combination of education and experience.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled.

Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current curriculum vitae or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “ADM-CRM” and **YOUR NAME** in your email Subject Line. (Example: ADM-CRM Shawn Mullin)

Applications received by December 11, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally

recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 20 pounds for force occasionally, and/or up to 15 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Work Conditions

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

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.