

Associate Director of Admissions *(operations and application review)*

ADM-ADOPS

SUMMARY: The Associate Director of Admissions provides operational and strategic leadership for enrollment systems (primarily Technolutions – Slate) and advancing strategic goals through research, data analysis, reporting, establishing and managing data collection processes, territory management, and establishing standards and training on application review. The position is responsible for the team that does the importing, cleaning, transforming and validating of data for all prospective students – traditional undergraduate, adult undergraduate and graduate students. This position is responsible for training undergraduate admissions counselors on how to develop and maintain a system for collecting data, communicate with prospective students, analyze and optimize travel, and the standards by which we review files and make admissions decisions. This position also maintains a non-travel territory of prospective students.

This position is responsible for developing, implementing, modifying and managing admission office policies and procedures involving electronic information and automation systems to improve recruitment efforts across the institution. This position directly oversees the admission customer relationship management (CRM) system.

The Associate Director of Admissions reports to the Vice President of Enrollment Management and Marketing, and works closely with the directors of admissions, financial aid, institutional research and information technology. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities include:

- Ensure data integrity and functionality of undergraduate admissions CRM
- In alignment with strategic priorities of the admissions and university leadership groups, develop CRM functionality and work process to maximize ever evolving capabilities of system.
- Analyze and report trends in admissions funnel activity, identify anomalies and opportunities or concerns on a weekly, monthly and quarterly basis
- Lead staff in prospect and inquiry data management, application processing and reporting
- Collaborate with Information Technology to ensure current, most efficient technology use
- Provide strategic leadership to admission team on process design and improvement
- Train broader admissions staff on CRM functionality and use
- Serve as a member of the undergraduate admissions leadership team
- Lead the development, standards and training of undergraduate application review
- Maintain a non-travel traditional undergraduate territory, including communication and application review
- Provide approval (or second read) on undergraduate application review

- Lead the team that also provides CRM support to graduate admissions, including data and application processing, reporting and automated communication
- Conduct accurate data queries in CRM.
- Serve as the liaison to Institutional Research, Student Financial Services and Information Technology to facilitate transmission of information as needed

Non-Essential Duties:

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

Experience, Knowledge and Skills Required:

- Previous experience with CRM databases (Slate preferred).
- Strong reasoning and analytical skills and the ability to define problems, collect data, establish facts, draw valid conclusions and make well-thought-through recommendations.
- 5+ years of relevant work experience required.
- Background in education, institutional research, retention and student success, marketing, or enrollment management.
- Proven track record of exceptional attention to detail and accuracy.
- Demonstrated creativity and innovation and a proven track record implementing new ideas to improve processes and procedures.
- Proven ability to maintain the utmost confidentiality at all times; FERPA familiarity a plus.
- Able to meet deadlines and manage multiple projects simultaneously.
- Ability to consistently function as a key member of a highly collaborative team.
- Knowledge of standard office software packages, e.g., Microsoft Office, Excel, Word, et al.
- Strong verbal and written communication skills; experience documenting procedures and training others one-on-one and in small groups.
- Ability to work effectively independently as well as collaboratively.
- Track record of demonstrating appropriate initiative and self-direction; a self-starter who is flexible and adaptable.
- High level of energy, personal integrity and professionalism.
- Must possess demonstrated customer service experience that incorporates a global perspective, along with a commitment to diversity and the ability to work in a team setting with all levels of management, faculty, and staff.
- Working knowledge of college admissions and financial aid is preferred.
- Available to occasionally work extended hours, including evenings and/or weekends, as necessary to accomplish goals of the position.
- Communicate proactively with supervisor and others to ensure effective operations and sharing of information.
- 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 CV or résumé
3. Salary requirements
4. Contact information for three professional references.

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

Applications received by December 18, 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.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

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.

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 25 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional nights, and/or weekends.
- Work in office environment, involving contact with students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

The above 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.