

## **Director of Admissions**

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**Summary:** Queens University of Charlotte seeks an innovative and collaborative Director of Admissions. Reporting to the Vice President for Strategic Enrollment and Communications, the Director contributes to development, implementation, execution, and assessment of a strategic recruitment plan that supports the ambition of the institution. The Director's efforts directly impact Queens' five colleges and schools, and other units on campus. Together with the Vice President, the Director regularly works with high school leaders and counselors, prospective students and families, deans, faculty, staff, students, alumni, and various community partners and organizations to ensure Queens meets its enrollment goals. *This full-time, benefits-eligible position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay for hours worked above 40 in a single workweek.*

### **Essential Duties and Responsibilities include:**

- Work closely with the Vice President for Strategic Enrollment and Communications on developing a strategic enrollment plan and defining team goals around the recruitment of first-year, transfer, and adult students through the lens of creating a more diverse and representative student body.
- Manage and lead a team of talented and motivated staff. This role will have 3-4 direct reports and will lead a team of 10.
- Lead undergraduate recruitment efforts on behalf of the University, which includes attending programs and college nights, developing middle/high school outreach and engagement plans, facilitate admission information sessions, ensure campus visits offerings speak to student needs and interests, management of a recruitment territory.
- Analyze data to influence strategy development, real-time responses to the market, and reporting of recruitment efforts.
- Represent the university to internal and external audiences and stakeholders and serve on committees and task forces as needed.
- Emphasize equity in the continued development and evolution of recruitment practices and policies to guide the work of the admissions team in meeting Queens University community goals
- Proactively develop and support team members to achieve recruiting and related goals by providing coaching, training and feedback.
- Partner with external firms and vendors to ensure Queens is reaching the students and families who will both benefit from and contribute to the Queens education experience
- Advance and elevate the use of technology and workflows to provide the best experience for prospective students and families along with professional staff, working to meet enrollment targets
- Stay current on best practices related to recruiting and retaining students
- Contribute to the profession at-large through regular participation and engagement with professional organizations

**Non-Essential Duties:**

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

**Experience, Knowledge and Skills Required:**

- A deep and abiding commitment to equity and a passion for advancing and supporting diverse student populations.
- Five (5) years of successful experience in admissions, recruitment, sales, student counseling or related professional experience. Higher education enrollment experience is preferred.
- A yearning to move beyond the status quo.
- Proven ability to lead, develop and support team members to achieve recruiting and related goals by providing meaningful and motivating coaching, training and feedback.
- Knowledge and proficiency in leveraging CRMs, Slate experience preferred.
- A desire to grapple with complex systems and to simplify intricate processes for prospective students and families.
- Excellent interpersonal and communication skills (verbal, written, presentation), including exemplary poise, tact and diplomacy when working with a wide range of constituents and diverse audiences.
- Well-developed skills in data analysis to influence decisions.
- Comfort with Microsoft Office suite, project management experience preferred.
- Success in advancing and elevating the use of technology and improving workflows to provide the best experience for prospective students and families along with professional staff.
- Demonstrated organization and planning skills (strategic, short- and long-term); strong follow-up and follow-through skills to ensure achievement of strategic plans, goals and objectives.
- Strong reasoning skills and the ability to define problems, collect data, establish facts, draw valid conclusions, and make well-thought-through recommendations.
- Excellent organization and follow-up / follow-through skills to ensure the team's completion of assignments within established timeframes.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; strong knowledge of FERPA.
- Bachelor's degree from an accredited institution or equivalent combination of education and experience and experience in higher education preferred.

## **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 “**DIR-ADM**” and **YOUR NAME** in your email Subject Line.  
(**Example:** DIR-ADM Shawn Mullin)

**Submissions received by November 1, 2021** 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.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world’s most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

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.

### **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.

### **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 of 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.
- Must be willing and able to travel (by car, bus, air, or other modes as appropriate; overnight stays) to achieve enrollment goals.
- Work in office environment, involving contact with prospective and current students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

*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.*