

Student Services Manager

SUMMARY: This full-time, benefits-eligible position works to ensure that all aspects of student services run smoothly and effectively, support the mission and vision of the McColl School, and provide a personalized and high-touch student experience. The Student Services Manager is an integral member of the team of faculty and staff that oversees admissions, enrollment, advising and student services for graduate students in the McColl School of Business. The Student Services Manager reports to the Senior Director of Enrollment Management & Student Services. *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:

Advising

- Advise all McColl School of Business graduate students
- Serve as a liaison between current students and campus resources, including Student Financial Services, the Registrar's Office, Center for Student Success, Vandiver Center for Career Development, and Myrta Pulliam Center for International Education
- Maintain documents to assist with advising, including registration materials, course rotations, and planning worksheets
- Monitor student progress
- Coordinate SQC meetings and prepare SQC documents in collaboration with the SQC Chair and Senior Director of Enrollment & Student Services
- Appropriately handles, tracks, and stores sensitive and confidential materials according to established guidelines by understanding the institution's interpretation of FERPA rules

Program Management

- Provide administrative support for program directors
- Coordinate co-curricular programming for students, including The Mentor Program, the MSTOD Residency, and new initiatives
- Manage the conferring of certificates
- Manage communication with current students, including a bi-weekly newsletter
- Manage the McColl Scholl Graduate Student Satisfaction Survey

Admissions/Enrollment

- Manage registration of new and returning students
- Monitor course enrollment and manage the waitlist for McColl School graduate courses
- Monitor enrollment in University of Dallas courses and facilitate enrollment process with the University of Dallas
- Collaborate with Wiley on student enrollment and support
- Provide year-over-year reports and analytics related to student enrollment
- Assist with and participate in orientations
- Assists with planning and executing recruitment activities and events
- Occasionally follow up with prospective students and make connections with current students, faculty, and alumni

- Serve on the McColl School Admissions Committee
- Represent the McColl School at events in a professional manner
- Occasional evening and/or weekend attendance is required to carry out responsibilities of the position

Non-Essential Duties

- Represent the McColl School at various events and assist with sponsored events such as BWOY, HR Leadership Summit, MSAA Golf Tournament, and Estate Planners Day.
- Performs other duties and responsibilities to meet the needs of the University as assigned by Director of Academic Advising.

Experience, Knowledge & Skills Required

- Ability to establish rapport with a wide spectrum of people
- Excellent interpersonal, verbal, and written communication skills
- Team player – works well with others to do what’s needed to achieve common goals
- Ability to plan and organize events and activities
- Must be able to work in a fast-paced environment with excellent attention to detail and the ability to quickly learn and communicate new information.
- Effective time management and organization skills; Ability to balance multiple priorities in a dynamic work environment
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- Flexibility to work occasional evenings and weekends
- Exceptional follow-up and follow-through skills as well as ability to plan, organize and control assignments and projects through to completion.
- Proficiency using Microsoft Office (Word, Excel, PowerPoint, and Outlook)
- Ability to follow-up and follow-through to ensure completion of goals and objectives
- Ability to work both independently and collaboratively towards team objectives
- Proven ability to maintain the utmost confidentiality at all times; solid understanding of FERPA.
- Bachelor’s degree or the equivalent in experience and education

Preferred

- Experience in higher education and student services
- Knowledge and use of Jenzabar, Aviso, or other student information systems and student success software solutions
- Master’s degree in related fields (such as business or organization development) or higher education

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. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current résumé or CV

3. Salary requirements
4. Contact information for three professional references.

Be sure to include “SSM-McC” and **YOUR NAME** in your email Subject Line.
(**Example:** SSC=McC Shawn Mullin)

Applications received by September 15, 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.

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 30 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.

Work Conditions

- Work in office environment, involving contact with students, faculty, staff, service providers and vendors.
- Occasional evening and/or weekend attendance is required to carry out responsibilities of the position.
- 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.