



POSITION: DIRECTOR OF NGU ONLINE & GRADUATE ADMISSIONS

DEPARTMENT: NGU ONLINE & GRADUATE ADMISSIONS

Position Summary: The Director of NGU Online & Graduate Admissions oversees the enrollment operation that includes staff, budget, systems, and recruiting strategies of North Greenville University's online and graduate segments. The position's responsible for establishing, evaluating, and executing an effective recruiting process to enroll the quality and quantity of students necessary to support the university's overall mission. This individual is a vital member of the Vice President of Enrollment & Marketing/Communications leadership team.

RESPONSIBILITIES:

- Supervise the work of a complex team of direct reports and collaborate with key personnel from academics and student services.
- Execute and enhance NGU's online enrollment standard operating procedures
- Determine and achieve enrollment goals and key performance indicators related to online and graduate segments.
- Manage budget resources and regularly discuss the status of accounts and expenditures with the Vice President for Enrollment & Marketing/Communications
- Promote the university by interacting personally with interested students on campus and at recruiting events
- Gather and analyze national enrollment data to recognize and predict enrollment trends
- Ensure that recruiting activities are conducted in adherence to accepted standards of ethical conduct. Familiarizes recruiters with the "Code of Ethics" from the *Carolinas Association of Collegiate Registrars and Admissions Officers (CACRAO)* and the "Principles of Good Practice" of the *North American Coalition of Collegiate Admissions Professionals (NACCAP)* and National Association of Graduate Admissions Professionals (NAGAP) and conducts training as needed to safeguard compliance
- Integrate new technologies in relationship with IT that allow the Office of NGU Online & Graduate Admissions to recruit more students efficiently and reach student populations that are not currently prospects for the university.
- Collect recruiting and enrollment data from competing institutions to gauge the success of NGU's recruiting efforts when compared to similar schools and to develop strategies for improvement in the competitive position of the university



- Evaluate employee performance regularly to offer praise for effectiveness and recommendation for improvement
- Manage the Paycom employee work record system to ensure staff members' work times and dates are correct. Approve or deny requests from staff members for time off from work
- Conduct research and provide relevant data to the VP for Enrollment & Marketing/Communications suitable for assistance in the direction of the department
- Assist the Vice President for Enrollment & Marketing/Communications in the development, maintenance, evaluation, and operation of a strategic enrollment plan
- Represent the Vice President for Enrollment & Marketing/Communications appropriately and professionally when requested

QUALIFICATIONS:

- 3-5 years' work experience in online enrollment-related operation
- Bachelor's degree required. Masters preferred
- Exceptional customer service, networking, planning, and operational skills
- Excellent interpersonal and communication skills to handle a variety of student issues and concerns
- Proclivity for data analysis and synthesizing market research
- Ability to organize, prioritize and problem solve with frequent interruptions
- High levels of computer proficiency and the ability to work with computer databases.
- Ability to initiate projects, work independently, multitask, and prioritize multiple projects
- Must be able to handle and maintain confidential information
- Supports NGU's mission, core values, and commitment to a Christian lifestyle and character in keeping with biblical models
- Active in a biblically faithful, evangelical church, preferably one affiliated with the Southern Baptist Convention
- Awareness of and appreciation for the work of the Southern Baptist Convention and Baptist state conventions

PHYSICAL REQUIREMENTS

- Visual Abilities: Read reports, create documents, and use a computer system.
- Hearing: Hear well enough to communicate with co-workers, vendors, and students.
- Dexterity, Grasping, Feeling, Writing, type, and using 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.



- Cognitive/Emotional: Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions

WORKING RELATIONSHIPS

This position is a full-time salary position. The director is expected to closely collaborate with the institutions marketing, academic program coordinators, and student services teams. NGU Online & Graduate Admissions Director reports to the Vice President of Enrollment & Marketing/Communications.

WORK SCHEDULE

NGU Online & Graduate Admissions is open Monday through Friday, 8:30 a.m. – 5:00 p.m. Summer hours may vary. Office hours are subject to change as deemed necessary. Occasional work on Saturdays, Sundays, and evenings will be required.

TRAVEL

Some travel will be required.

This job description in no way states or implies that these are the only duties to be performed by the employee. S/he will be required to follow any other instructions and to perform any other duties as requested by his or her supervisor.