



Position: Associate Director for Enrollment Operations

Department: Admissions

Position Summary: Reporting to the Director for Traditional Admissions, the Associate Director for Enrollment Operations will work closely with the Director to carry out, manage, and execute the operational goals and planning for the Admissions Office. Enrollment Operations includes, but is not limited to, data processing, application processing, campus visits, prospective student recruiting events, inventory management, and the Admissions Ambassador (student work) program. The Associate Director will supervise and manage the personnel that make up the Operations Team.

RESPONSIBILITIES

- Meet regularly with the Director for Traditional Admissions and the Associate Director for Recruiting to ensure consistent goal setting, operational planning, team unity, and effective communication is in place.
- Provide direct supervision and mentoring to each member of the Operations Team to ensure optimal effectiveness, strong teamwork, and inclusiveness for all staff.
- Conduct regular Operations Team meetings.
- Collaborate with the Associate Director for Recruiting to ensure the Operations Team and Recruiting Team are working together in a manner that helps the office reach and exceed established goals.
- Communicate with the Director for Traditional Admissions regularly regarding data and event planning details. Collaborate with the Business Office related to any university spending and manage Operations Team budget details.
- Provide oversight for the Admissions Ambassador program and make certain the students are managed and trained in a manner that aligns with NGU expectations.
- Provide oversight to the Enrollment Operations Coordinator who manages daily mail, inventory, vendor relations, and administrative tasks related to budget management.
- Collaborate directly with the Marketing Team to ensure effective promotion of Admissions events.
- Be familiar with the travel calendar for Admissions Counselors along with the daily calendar of the Admissions Office, including campus visits and events.
- Oversee and implement goal setting for event marketing, execution, and desired attendance. Implement an accountability strategy for meeting these goals.



- Lead the Enrollment Data Processors as they plan and execute efficient data entry and application processing.
- Work closely with CRM Administrator as a Slate power user. Participate in regularly scheduled platform training & professional development opportunities.
- Assist the CRM Administrator by conducting continuous Slate research and hosting team training that leads to maximum platform usage.
- Ensure that the Enrollment Data Processors are efficiently using all additional data systems and platforms.
- Manage new hire training for new employees added to the Operations Team.
- Represent North Greenville University in a professional manner in all public facing and internal recruiting efforts – including campus visits, prospective student events, and visits to local high schools, colleges, and community events.
- Represent the Admissions Office as a participant, attendee, and/or regular presenter with professional organizations and their conferences.
- Serve on various internal and external committees at the direction of the Director for Traditional Admissions.

QUALIFICATIONS

- 4-year bachelor's degree
- At least 3 years Admissions or related higher education experience.
- Supervisory experience preferred.
- Excellent interpersonal and communication skills – written and verbal.
- Ability to organize, prioritize, strategize, and problem-solve with frequent interruptions.
- Strong computer proficiency and ability to work with computer databases.
- Ability to manage employees, delegate tasks, inspire productivity, foster healthy conflict resolution, support and reinforce team unity, and honor confidential conversations and information.
- Support for NGU's mission, core values, and commitment to a Christian lifestyle and character in keeping with biblical models.

PHYSICAL REQUIREMENTS

- Visual Abilities: Read reports & emails, drive safely, create documents, and use a computer system.



- Hearing: Hear well enough to communicate with co-workers, vendors, and prospective students.
- Dexterity, Grasping, Feeling: Write, type, and use the telephone, copier, and computer systems.
- Standing and Lifting: Ability to stand for long periods of time while presenting information at events and college fairs. Ability to lift up to 40 lbs. of recruiting materials.
- Talking: Frequently meet with prospective students in the office, host meetings with teammates, conduct phone calls with students and vendors, and manage student workers.
- Cognitive/Emotional: Ability to think critically and concentrate. Must be able to respond quickly to changes in conditions and remain emotionally stable when asked to be flexible.

WORKING RELATIONSHIPS

This position is a full-time position in the Office of Admissions. The Associate Director for Enrollment Operations reports directly to the Director for Traditional Admissions and manages the Operations Team.

WORK SCHEDULE

The Office of Admissions is open Monday through Thursday, 8:30 a.m. – 5:00 p.m., and Friday 8:30 a.m. – 3:00 p.m. Summer hours may vary. Office hours are subject to change as deemed necessary. Occasional work on Saturdays and evenings will be required as the Office of Admissions hosts special events and prospective student calling nights.

TRAVEL

Travel for recruiting purposes may 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.