

Assistant Director, Operations Manager Office of Undergraduate Admissions

Kansas State University is seeking applications and nominations for the position of Assistant Director, Operations Manager. This position will be responsible for providing leadership, direction and supervision for application, transfer credit evaluation and processing/data entry procedures.

Admissions at Kansas State University relies upon iSIS (PeopleSoft Campus Solutions), Talisma CRM, ImageNow, and DARS to admit future students. Our expectations of this position include the ability to function quickly and efficiently as a user as well as a thorough understanding of these technologies, how they interrelate, and how they impact our student population.

Key responsibilities include:

- Supervise the processing/data entry, transcript and evaluation activities of Admissions.
- Develop and maintain a comprehensive process and procedures program including implementation and regular reassessment.
- Communicate within all areas Admissions, as well as with external offices, with regard to Admissions operations.
- Initiate, assess and direct training programs for staff as it relates to admissions operations.
- Contribute to the University's enrollment management goals up to and including the management of all processing, academic evaluation, and rendering admission decisions.

Education

Bachelor's degree (required) (Master's preferred).

Experience and skills required

- 2-5 years supervisory experience of full time employees (required)
- Excellent written and verbal communication skills
- Excellent organizational skills
- Self-motivation, a team attitude, and a consistent commitment to a high standard of excellence
- Ability to successfully manage multiple competing priorities at one time
- Consistently portray a professional image in personal appearance, dress and communication
- Past employment in higher education
- Experience with student information system(s)

Experience and skills preferred

- Proven success in evaluation and improving office efficiencies including the automation of manual procedures and processes
- Past employment in admissions
- Experience with CRM(s)
- Experience with document imaging

Expectation of Time Spend on Duties

65% - Manage personnel responsible (8 FTE, 12 students workers) for application and transcript processing as well as transfer credit evaluation. Set staff activities and priorities, sometimes on a daily basis, due to cyclical nature of Admissions. Maintain a culture of efficiency in the operations area. Collaborate with technical staff to utilize the software and other technologies to maximize operational effectiveness.

Provide guidance and direction to employees. Select qualified workers and ensure proper training in accordance with policies and procedures. Set performance objectives. Give positive reinforcement in a timely manner for job success and establish accountability for poor behaviors and performance.

20% - Work directly in systems. Conduct error checks. Evaluate application records. Check in and evaluate transcripts. Communicate with prospective students and families.

10% - Develop and maintain a comprehensive policies and procedures program required for admissions operations. Anticipate student needs and respond appropriately to individual circumstances. Develop and initiate activities to accomplish improvements in service, timeliness of admissions decisions and overall enrollment goals.

5% - Serve as a member of the Admissions management team which directs office activity in support of the vision and objectives of the office. Participate in on-campus outreach.

Salary and Benefits

This is an unclassified, exempt position. Salary is \$44,000-46,000. The Kansas State University benefit package includes a retirement plan, group health and life insurance plans, worker's compensation, vacation, sick leave and other benefits.

To apply

Submit letter of application, resume, and the names of three professional references to:

Chair, Assistant Director Search Committee
Office of Undergraduate Admissions
119 Anderson Hall
Kansas State University
Manhattan, KS 66506-1104

On and off resume references will be contacted.

Application reviews will begin 1-9-2012, and continue until the position is filled. Kansas State University is an equal opportunity employer. Background check required. KSU actively seeks diversity among its employees. Announcement paid by Kansas State University.

Questions

Call 785-532-6250 or e-mail: routson@k-state.edu