

CHARTER OAK STATE COLLEGE
JOB OPPORTUNITY
ASSOCIATE DIRECTOR OF OPERATIONS, ENROLLMENT SERVICES

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public

Location: 55 Paul J. Manafort Drive, New Britain, CT 06053

Hours:

Salary: \$68,775

Closing Date: June 8, 2015

General Knowledge: Master's degree and a minimum of four (4) years of experience in admissions systems operations. Excellent interpersonal, communication and problem solving skills, ability to work independently and as a member of a team.

Preferred Skills and Ability: Experience designing functionality within a CRM environment, knowledge of TargetX/Salesforce strongly preferred.

Special Knowledge: Knowledge of implementation and integration of a CRM with Jenzabar, Onbase, JICS and other enterprise systems.

Position Summary: Provides operational, analytical, and technical leadership and management expertise to ensure the recruitment and enrollment services operations function effectively to successfully meet enrollment goals; implements and oversees technological resources, which include a Recruitment Manager CRM, and/or other enterprise systems; provides counseling and educational guidance for prospective students; serves as the Program Administrator for Go Back to Get Ahead; works as a member of the Enrollment Services team to direct the efficient, timely engagement of new students. Some evening and weekend hours may be required.

Examples of Duties:

Charter Oak:

- Oversees the inquiry/application process, including integration of inquiry and application forms, inbound phone calls and outbound communications; within the CRM platform.
- Supervises Enrollment Services staff involved in inquiry management creating a cohesive team committed to reaching enrollment goals
- Provides counseling and educational guidance to prospective students
- Interact and serve as liaison to the Information Technology department with regards to the implementation and integration of a CRM with Jenzabar, Onbase, JICS and other enterprise systems.
- Builds out communication workflows and campaign tracking in conjunction with the Director of Enrollment Services and marketing team, providing structure and strategy as needed.
- Create, generate, and maintain all statistical dashboards for the Director of Enrollment Services and for internal and external stakeholders,
- Research, evaluate, and recommend changes to the technological needs, systems and processes related to the collection, reporting, and dissemination of enrollment services data, and oversee the implementation of these solutions.
- Serve as the editor for the Enrollment Services web pages.

GBTGA:

- Collects, manages and analyzes the data for GBTGA
- Serves as a liaison with the 17 partner institutions around program requirements, data entry and reconciliation.
- Collaborates with the BOR-assigned staff to continue to work towards integration with Banner/Jenzabar
- Produces ongoing reports throughout the duration of the program

Substitution Allowed: These qualifications may be waived for individuals with appropriate alternate experience.

Eligibility Requirement: Interested candidates who meet the above requirements can view complete job description and submit a cover letter and resume by June 8, 2015 at <http://www.charteroak.edu/aboutus/employment.cfm>. No phone calls please.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.