



POSITION DESCRIPTION

Job Title: Operations Manager, Admissions Office
Department: Enrollment Management
Reports to: Director of Undergraduate Admissions
Status: Full-time, exempt

SUMMARY:

Assist the university in meeting its recruitment and enrollment objectives by overseeing Admissions Office operations to facilitate organizational effectiveness and efficiency. Duties include application processing; data management, reporting, and analysis; scholarship tracking and analysis; and general office operational duties.

RESPONSIBILITIES:

1. **OFFICE OPERATIONS:** Oversee and manage all office operations and procedures to ensure efficiency and effectiveness.
 - a) Create and maintain office training and procedures documentation.
 - b) Monitor all office procedures to ensure effectiveness.
 - c) Troubleshoot and help Director resolve systems/process issues.
 - d) Manage office infrastructure and serve as liaison with appropriate offices as needed (IT, Physical Plant, etc.)
2. **APPLICATION PROCESSING:** Supervise the processing of all admission applications, including:
 - a) Manage online applications (TargetX and Common App).
 - b) Build the admission and application record in Target X and/or PowerCampus.
 - c) Process and track all related paperwork (immunization, housing, transcripts, etc.).
 - d) Serve as a liaison between the Registrar's office, Student Accounts, and Admissions
3. **DATA MANAGEMENT & REPORTING:** Create and manage tracking reports and provide analytical support to the Director and other staff.
 - a) Serve as PowerCampus and TargetX CRM power user and troubleshooter for Admissions Office.
 - b) Fulfill data requests required for management decisions.
 - c) Oversee data integrity and data standards within the Admissions Office.
 - d) Analyze statistical information to assist in assessing recruitment strategies.
 - e) Provide technical support for the Admissions Office as needed.
4. **SCHOLARSHIP TRACKING:**
 - a) Accurately track and maintain records of incoming student scholarship awards.
 - b) Assist with data analysis regarding financial aid leveraging.
5. **TEAM COLLABORATION:**
 - a) Serve as part of the Enrollment Management team, coordinating and collaborating with colleagues in Admissions offices.
 - b) Interview, train, and manage student workers for data entry and general office duties.
 - c) Assist with special projects and assume other appropriate responsibilities as delegated by the senior enrollment staff.

SKILLS & QUALIFICATIONS

- Bachelor's degree required.
- Strong background and work experience in operations and data management.
- Excellent computer skills and proficiency in Microsoft suite and data management tools.
- Experience with Salesforce or other CRM preferred.
- Demonstrated ability to think critically and creatively to efficiently and effectively solve problems in a fast pace, community environment.
- Openness and ability to research, analyze, and implement best practices for organizational effectiveness.
- Excellent organization skills and ability to initiate and implement projects, working under tight deadlines.
- Excellent interpersonal skills and a collaborative team-oriented positive attitude.
- Skills in effective verbal and written communication.
- Openness to direction but a self-starter, independent worker, with a commitment to get the job done.
- Strong student-centered ethic and customer service orientation.
- Passionate about Milligan University and Christian higher education.
- Professional demeanor, dress, and personal interactions. Ability to interact effectively and represent the institution professionally with a variety of on- and off-campus constituents.