
Auburn University Job Description

Job Title: **Assoc Dir, Ops & Processing**

Job Family: No Family

Job Code: **AD28**

Grade 36: \$59,700 - \$99,600

FLSA status: Exempt

Job Summary

Reporting to the Director of Undergraduate Admissions and Operations, The Associate Director of Operations and Processing serves as a member of the senior leadership team within the Office of Undergraduate Admissions and creates and implements strategic plans to ensure effective and efficient processing of prospect, inquiry and applicant data. The Associate Director is responsible for managing the daily operations including processing and new student communication and outreach.

Essential Functions

1. Manages the daily operations for the Office of Undergraduate Admissions which includes monitoring productivity of applications and applicant data daily, developing reports to audit data, training staff on processes and the ongoing evaluation and enhancement for all processing to ensure timely and accurate turnaround of all application types to meet the University's recruitment and enrollment goals.
2. Provides leadership to the Processing and Communication's team within the Office of Undergraduate Admissions. Develops and implements on-going training procedures for all processing staff. Assists and guides staff members of admission policies, university procedures and Board of Trustee policies.
3. Oversees and maintains the student module and CRM to include, but not limited to, serving as local administrator, overseeing system testing and implementation, and researching and implementing best practices.
4. Directs and oversees the coordination of all undergraduate administrative functions, communications, and marketing related to telecounseling, fulfillment, communications, and marketing efforts.
5. Coordinates efforts and communications between department, Office of Information Technology, and software vendors meeting the needs of internal and external constituents through effective system process and report design.
6. Assists the Director of Undergraduate Admissions in the development and management of the unit's budget.
7. Serves as a liaison to departments and users regarding training/support, process documentation, and other data requests.
8. Advises on operational matters including but not limited to, processes, deadlines, assignments, logistics, and other administrative matters.
9. Performs other related duties as assigned.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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(This page, which lists minimum requirements for the job, is not to be used for the design of a position.)

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Education, Communications, Counseling, Public/Business Administration or related field
Experience (yrs.)	7	Experience in public relations, student recruiting, marketing and communications services with progressively increasing levels of responsibility and accountability. Must have at least 2 years experience directly supervising full-time employees.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of various marketing and communication theories, concepts, and techniques; recruiting techniques; financial and budget principles; communication techniques; higher education admissions and enrollment processes.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing.

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically, ability to distinguish colors.

Date: 8/29/2019
