Position Purpose:
Under the direction of the Associate Vice President of Recruitment, Admissions and Community Outreach, the Director of Admissions Operations is responsible for all facets of the admissions processes for Connecticut's twelve community colleges including prospective student communications and application processing. The Director of Admissions Operations serves as the functional lead for the Ellucian CRM Recruit application.

Supervisory and Other Relationships:
Reports to the Associate Vice President for Recruitment, Admissions, and Community Outreach. The position will ultimately supervise an assistant director and six admissions specialists. May supervise the office area on behalf of the Associate Vice President of Enrollment Management.

Examples of Essential Duties and Accountabilities:
- Administers the Service Level Agreements (SLAs) for the individual colleges and ensures the department meets documented benchmarks.
- Runs and analyzes reports to support the improvement of onboarding and enrollment policies and practices, to include collaborations with system office stakeholders, campus faculty, staff and administrators.
- Administers the state-wide prospective student communication platform from the first point of contact through enrollment. Streamlines the application process by utilizing industry best practices for efficiency and accuracy.
- Leads the change management process and regular maintenance of CRM Recruit.
- Liaison to the Banner Student Team and IT Staff regarding integration to system technology; including but not limited to Banner and Hyland On-Base.
- Provides continuous training, documentation, and updates to system CRM users.
- Collaborates with colleges to develop and follow a system-wide calendar for application deadlines, admission processes and communication plans.
- Performs routine outreach to keep external organizations, such as the Connecticut School Counselor Association, the Call Center, Adult Education Centers, high schools, and internal community college offices apprised of processes that impact their areas and the constituents they serve.
- And other essential items as identified

Professional Participation and Development
In addition to the accountabilities listed above, the Director of Admissions Operations is required to carry out the essential duties of:
• Attendance and participation at convocation, commencement and honors ceremonies;
• Service on assigned committees and task forces;
• Attendance and participation at, committee, staff, informational and professional meetings.

QUALIFICATIONS:
Formal education, Courses, Training Programs, and Experience:
Master’s degree in education, student personnel development, enrollment management or related field. At least five year of prior experience required administering recruitment, and admissions programs. Outstanding organizational, communications, including oral, written and interpersonal skills, and managerial skills required. Strategic planning, budget development, managerial and leadership experience required. Knowledge of federal and state laws and regulations related to admissions and compliance required, including international admissions, enrollment, advising and transcript evaluation services and FERPA. Excellent technology skills required particularly with student systems, digital imaging, reporting and database management, the internet including web applications, social networks, communication management, Windows, MS Office, online registration services and others required. Experience developing publications and communication plans required. Experience working in a community college environment required.

KNOWLEDGE REQUIRED
Knowledge of Operations, Systems and Procedures
Knowledge of all community college admissions policies and procedures, particularly as they relate to special admission’s programs, selective and competitive admission programs, international student admissions and admission of active military personnel, veterans and their dependents. Knowledge of federal and state laws related to admissions. Knowledge of key national organizations and publications and best practices such as NACAC, NACADA, NAFSA, ACE, as well as knowledge of latest student success initiatives including Guided Pathways. Excellent technology skills, including knowledge of the student information system, document imaging software, internet and web applications, placement testing system, college network, and phone system, including voicemail, electronic mail, and college website. Knowledge of budgetary and strategic planning, assessment strategies and personnel policies and procedures.

Specialized Resource material
College publications and college web sites; other web sites; nursing and international admissions handbooks; policy and procedural manuals; federal and state laws; catalogues and other publications from other colleges, public and private school systems, and military; FERPA; directories of all kinds; military training and academic records, high school and international college/university records of all kinds; journals and other publications; online resources of all kinds related to the evaluation of nursing and allied health and international transcripts.

OTHER REQUIREMENTS
• Ability to manage competing and changing institutional priorities.
• Ability to maintain strict confidentiality.
• Ability to communicate effectively, both verbally and in writing.
• Regular attendance is a requirement of this job.

WORK ENVIRONMENT
The Director of Admissions Operations typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The Admissions Operations may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.