

**CHARTER OAK STATE COLLEGE
ANNOUNCEMENT OF POSITION OPENING**



Position Title: Associate Director, Admissions

Salary: \$68,775

Position Summary: The Associate Director provides operational, communication, and admissions technology leadership and management expertise to ensure the recruitment and enrollment services operations function effectively to successfully meet enrollment goals. Implements and oversees communication resources, including a CRM, and/or other enterprise systems and encourages enrollment by providing information about college programs and processes to prospective students. Serves as inquiry manager supervising associates and works as a member of the Admissions team to direct the efficient, timely engagement of new students.

Minimum Qualifications: Master's degree and a minimum of four (4) years of experience in customer service operations, preferably in higher education admissions; experience designing functionality within a CRM environment; excellent interpersonal, communication and problem solving skills, ability to work independently and as a member of a team. Some evening and weekend hours required.

Position Responsibilities:

- Oversees the inquiry/application process, including integration of inquiry and application forms, manages multi-channel communication plan including telephone, texting, email and chat usage within the CRM platform.
- Supervises Admissions staff involved in inquiry management and operations staff creating a cohesive team committed to reaching enrollment goals
- Encourages enrollment of prospective students by providing persuasive information around college programs and services.
- Interacts and serves as liaison to the Information Technology department with regard to the implementation and integration of a CRM with other enterprise systems.
- Builds out communication workflows and campaign tracking in conjunction with the Director of Admissions and marketing team, providing structure and strategy as needed.
- Creates, generates, and maintains all statistical dashboards for the Director of Admissions and other internal stakeholders
- Researches, evaluates, and recommends 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.
- Works in conjunction with the Admissions team to promote awareness of the college, staff events and serve students.

To Apply: Interested candidates should submit a resume and cover letter by March 24, 2019 at www.charteroak.edu/AboutUs/Employment.

CHARTER OAK STATE COLLEGE IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER. MEMBERS OF MINORITY GROUPS AND PROTECTED CLASSES ARE ENCOURAGED TO APPLY.

Charter Oak State College (www.CharterOak.edu) is Connecticut's public online college, offering associate and bachelor's degree programs in high-demand fields including Health Information Management, Nursing, Criminal Justice, Early Childhood Education and Business Administration. The College offers a Master of Science in Organizational Effectiveness and Leadership. Charter Oak is accredited by the New England Commission of Higher Education and governed by Connecticut's Board of Regents for Higher Education.

55 Paul J. Manafort Drive, New Britain, CT 06053-2150 • Telephone: (860) 515-3800 • www.CharterOak.edu

AA/EEO