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Salary range: \$47,987.00-\$55,000.00

Status: Full-time



The College of Idaho invites applications for an **Admission Operations & Data Manager**. Under the direction of the Vice President for Enrollment Management, the **Admission Operations & Data Manager** is responsible for the departmental Customer Relations Management (CRM) system including developing and evolving user protocols, providing technical support, and troubleshooting with internal users, IT and external vendors; this position also coordinates the collection, analysis and reporting of prospective student data to guide the Office of Admission with planning, evaluation, and resource allocation for a range of visibility, marketing, recruitment, and admission activities; supervises Office of Admission support staff employees ensuring general administrative support is provided for the Enrollment Management division.

Essential Functions

Data Management

- Implement and manage all strategic communications for the Office of Admission. Build and track communications through the CRM system; manage email stream, including email stream integration with CRM and ERP.
- Work with external vendors to ensure accurate and timely execution of recruiting campaigns.
- Serve as the liaison between IT and the Office of Admission; actively participate in Yote Ellucian Poweruser (YEP) meetings.
- Produce requested reports to support enrollment management division; customize reports for end users including recruitment and yield reports for admission counselors; work with internal and external contacts to coordinate reporting requirements.
- Customize the CRM system within established parameters to ensure tracking, collecting, and reporting of data used for strategic decisions; design tracking and reporting mechanisms to support strategic informational needs of the department; monitor the CRM for data integrity and ensure that all coding and related procedures are or remain practical and meaningful, and recommend improvements and enhancements when necessary.
- Monitor system performance – developing and refining processes to improve efficiency.
- Train all members of the Enrollment Management team on effective use of the CRM; develop and update the business process, flow and rules to ensure data is collected appropriately; ensure end user training on all system upgrade changes.
- Add future CRM modules as available and needed to keep the system current and effective.
- Manage content and upgrades to the student application portal.
- Perform off hour upgrades and maintenance when necessary.
- Manage data transfer between the CRM and the ERP Ellucian Colleague.

Office Management

- Hire, train, and supervise Admissions support staff and work-study students; carry out supervisory responsibilities in accordance with College policies and applicable laws.
- Manage the Admission support staff unit including developing, administering and maintaining documented standard operating procedures and cross-training for each function.
- Assign key administrative duties, as deemed appropriate, among the Admission support staff. Those duties may include, but aren't limited to:
 - Coordinate and conduct new hire on-boarding for new Office of Admission staff; including training and development activities

- Management of application files for assigned Admission counselors
- Data entry, application processing, test score imports, etc.
- Work order requests to IT regarding printer/copier
- Office supplies orders and recruitment materials
- Internal and external print communication
- Accounts payable invoices for Enrollment Management division
- Archival and destruction of old files, test scores, and other student documents
- In consultation with the VP of Enrollment Management, maintain sufficient invoice documentation and reconcile against departmental budget each month.
- Work closely with the Director of Admission and Director of Student Financial Services to ensure support staff units receive coordinated and timely information updates on Enrollment Management issues, programs, policies and procedures.
- Develop, implement, and maintain documented processes and procedures for the CRM and key support staff functions.

Enrollment Management Division & College Engagement

- Participate in weekly Enrollment Management Division leadership team meetings.
- Facilitate weekly Admission Support Staff meetings.
- Participate in Admission Counselor staff meetings as necessary.
- Develop and maintain relationships with other campus departments such as Financial Aid, Registrar's Office, Academic Advising, Residence Life, Business Office, Institutional Research, Marketing and Communications, etc. to ensure data processes meet other department needs; keep other campus departments aware of overall Enrollment Management processes as they relate to their areas.

Additional duties as assigned.

Knowledge, Skills, and Abilities

- Ideal candidate will be familiar with integrated database management systems, including reporting, data analysis, databases, CRM, and advanced knowledge of data reporting.
- Must be self-motivated professional with a strong ability to handle multiple projects with frequent deadlines, and should be able to prioritize and escalate problems for resolution.
- Excellent communication skills, both oral and written, in English.
- Strong interpersonal skills with the ability to translate technical concepts into language end-users can understand.
- Proficiently skilled using Microsoft Office products; skilled in word processing and data entry.
- Detail oriented while adhering to guidelines, performance standards, and policies.
- Must possess a strong work ethic, have unquestioned personal integrity, and maintain a high level of discretion and confidentiality.
- Must demonstrate a high level of customer service, attention to detail, and organization and problem-solving ability.
- Ability to manage multiple complex tasks and manage the efforts of others to ensure goals are attained in a timely manner.
- Ability to adhere to guidelines, performance standards and policies.
- Ability to work evenings and weekends as needed.

Qualifications

- Associate's degree **or** an equivalent combination of education and experience.
 - Bachelor's degree preferred.
- Demonstrated experience with CRM software or database software that uses conditional merge and filtering functions required.

- Experience in operations management, supervising staff, or comparable role.
- Skills in statistical analysis, data validation and documentation required.
- Relational database or student information system experience, knowledge of Ellucian Colleague and/or Slate CRM, and SQL experience preferred.
- Experience with reporting software packages that include report and query development.
- Prior experience in, or familiarity with, an admission, recruitment, or financial aid office preferred.
- Must possess a current valid driver's license, be vehicle insurable with a good driving record in accordance with The College of Idaho's vehicle policy.

Founded in 1891, The College of Idaho is the state's oldest private college. The C of I has a national reputation for academic excellence and for preparing successful graduates, including seven Rhodes Scholars, three governors, four NFL players and countless business leaders and innovators. The College is located on a beautiful campus in Caldwell, a community of 50,000 located in Idaho's vibrant Treasure Valley. Campus is just 30 minutes from downtown Boise, a thriving city with a multitude of dining and entertainment options including the Idaho Shakespeare Festival, the Boise Philharmonic Orchestra, professional sports and more. The area also offers world-class opportunities for hiking, camping, fishing, skiing, mountain biking and whitewater rafting.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of the contract without sponsorship from The College of Idaho.

To apply please submit a cover letter addressing qualifications for the position, a resume, and the names and contact information of three references, two management and one professional, to hr@collegeofidaho.edu. Application review will begin February 16, 2018.

To learn more about The College of Idaho, please visit www.collegeofidaho.edu

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce.