QUEENS UNIVERSITY
of
CHARLOTTE

Operations Manager
Job Description

Effective Date: Immediate
Division: Enrollment Management
Unit: Admissions Operations
Supervisor: Associate Director of Admissions
Status: Full-time / Exempt or Non-Exempt

Summary: The Operations Manager is responsible for implementing and maintaining admission office policies and procedures involving electronic information and automation systems. This position is responsible for the data entry process for prospective students; processing new inquiries, applications, and supplemental application materials; population specific reporting; and developing and supporting new and existing Client Relation Management (CRM) database functionality.

Essential Functions:
- Manage the day-to-day operations within the CRM and ensure data integrity for graduate and nursing admissions.
- Import and process student inquires, applications, and supplemental materials for prospective students as they move through the admissions cycle.
- Work with Associate Director of Admissions and admissions staff to build new functionality in CRM to support strategic vision.
- Lead ideation, creation, testing, implementation, and training for new functionality in CRM supporting graduate admissions operations.
- Gather and disseminate data reports to various campus partners on weekly and yearly basis.
- Manage and disseminate automated communication campaigns for various target audiences within CRM.
- Manage print materials and mail campaigns for various target audiences with outside vendors.
- Train and provide on-going support admissions staff on CRM functionality.
- Train and supervise student and temporary workers, as needed.
- Conduct data queries in CRM.
- Provide a high level of customer service at all times.

Secondary Functions:
- Provide additional support for other members of operations team.
- Collaborate with other campus partners such as the Office of the Registrar, Student Financial Services, Institutional Effectiveness, and Institutional Technology.

Skills/Qualifications:
- Bachelor's Degree and 1-3 years of work experience is required.
- Background in admissions, operations, research, data management/analytics, or project management is desirable.
- Ideal candidate will possess a keen attention to detail and creative problem-solving skills.
- Strong communication, leadership, and organization skills.
- Demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Must be able to work in a fast-paced environment.

Comment [MCD1]: This determination is made by the Director of Human Resources based on FLSA guidelines.

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I have reviewed this job description, and I agree that it accurately reflects the responsibilities and requirements of my position and that I am able to perform the duties described herein with or without reasonable accommodations.

Signature: _____ *Date:* _____