# Job Description

**Job Title:** Director of Operations and Support Services  
**Division/Department:** Enrollment Management  
**Location:** Main Campus or North location  
**Reports to:** Associate Vice President of Enrollment  
**Position Type:** Full-time  
**FLSA Status:** Exempt  
**Hours worked Per Week:** Approximately 40

## POSITION SUMMARY:
The Director of Operations and Support Services will be responsible for directing and maintaining administrative and support efforts between Enrollment Management departments and University partner offices. The essential job function is to provide process and procedure to administrative functions across the business. This role will act as a liaison between enrollment efforts, software transposition, and EMS divisional support.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Oversees daily administrative processes for all Enrollment and Support Services departments
- Manages the day to day operations of the Support Services personnel, including any necessary training or procedural changes, scheduling and communication
- Develops and maintains administrative procedures and documentation for Enrollment and Support Services departments
- Creates and maintains Radius/JRM reporting on behalf of EM departments
- Formulates objectives, methodology, and conduct evaluation for Enrollment Management staff.
- Facilitates and maintains reporting and report requests in conjunction with Business Analysis
- Maintains and assists in database for in regards to account creation and deletion, field level maintenance and security, and data clean-up and system anomalies
- Oversees divisional event and training coordination and planning
- Responsible for dissemination of EM communications, policies and procedures both within the department and throughout the University
- Minimal travel may be required
- Performs other duties and/or projects as assigned by the Associate Vice President of Enrollment

## EDUCATION and/ or EXPERIENCE:
- Bachelor’s degree or commensurate experience required.
- Experience with Radius and/or JRM communication management software is required.
- Strong organizational and project management skills; good attention to detail
- Strong interpersonal skills, with the ability to coordinate and lead team activities.
- Ability to communicate effectively, oral and written.
- Must have strong phone skills with ability to deliver exceptional customer service.
- Ability to work independently with minimum of instruction with initiative and flexibility.
- Ability to present self in a professional manner and reflect the goals and standards of MACU.

## COMPUTER SKILLS:
- Experience with Windows XP or Macintosh interface and Microsoft products to complete tasks including Word documents, MS exchange electronic mail, MS Excel spreadsheets.
- Proficiency in Microsoft office and ability to be trained and excel in operating through multiple software solutions.
- Ability to operate a multiline telephone system and perform some occasional data entry

## PHYSICAL DEMANDS:
Requires repetitive motions and sitting at computer keyboard; hearing and speaking on the telephone; able to conduct business at other offices on campus; able to lift, bend, grasp, reach, lift up to 20 lbs. occasionally.

## WORK ENVIRONMENT:
Office environment requiring business casual.