



Administrator Position Description

Human Resource Office Use Only			
Approved Job Family		Effective Date	
Overtime Eligible YES NO		FLSA Test Date	
Employee		Supervisor Carl Thomas	
Department Admissions	Working Title Admissions Assistant Director, Operations	HRIS Position Number H99277	Supervisor Title Director of Admissions
Complete contract dates only if other than a 12 month position			
Annual Contract Begin Date July 1		Annual Contract End Date June 30	

A. POSITION SUMMARY

Briefly describe the role of the position within the department and college.

The Assistant Director of Admissions for Operations has primary responsibilities to implement, test and maintain enrollment services processing in the SunGard Banner system, Noli document imaging and Ellucian Recruiter, with an emphasis on supporting the Student module; develop, design, test and maintain automated processing solutions; maintain and support applications as the application administrator; provide technical analysis and system optimization; conduct research and evaluation; and perform project management and other duties as assigned. The Assistant Director is responsible for recruiting, applications processing, communications, and generation of reports for data-driven enrollment strategies. This position requires an equal blend of management, communications, technical and supervisory skills and must maintain specialized content knowledge of university admissions practices. The person in this position oversees multiple operational procedures and directly supervises one unclassified staff position and three classified positions. Additionally, the position shares supervision of 8 to 10 student employees with other admissions staff.

B. REQUIRED DEGREES, LICENSES, CERTIFICATES, CREDENTIALS

1. Minimum education level required and the number of years of relevant experience required for the duties of this position.

Bachelor's degree required. Degree in Business, Operations Management, Information Technology or a relevant field preferred and three years experience in college admissions systems (or a related field).

Master's degree preferred also in a field of Business, Operations Management, Information Technology or relevant field.

2. List any licenses, certificates, degrees or credentials required by Federal or State Law or college requirements to perform the duties assigned to this position.

Valid driver's license

C. SUPERVISORY RESPONSIBILITY

Positions Supervised	Direct Supervision		Indirect Supervision	
	Number of Employees	FTE	Number of Employees	FTE
1. Faculty				
2. Classified Staff	2	2		
3. Unclassified Staff	1	1		
4. Students / Others	8-10	3		

Coordinating Responsibility

Coordinates with EMAS Recruitment Pro consultants on a regular basis and provides support to EMAS users across the University.

D. ORGANIZATIONAL RELATIONSHIPS

1. Degree of Direction Received: (e.g., close supervision, moderately high level of supervision, moderate supervision, minimal supervision)

The Assistant Director is supervised by the Director of Admissions with moderate supervision. This position functions with autonomy in managing his/her responsibilities and allocating use of time and resources.

2. Decision-making Authority: Extent of authority for making decisions, recommendations, and commitments that would obligate

a) own time and resources

The Assistant Director is responsible for utilizing technology and software applications at an advanced level to solve Admissions operational needs and has the authority to establish his/her own schedule, manage staff resources and make operational changes for maximum efficiency within admissions operations. The Assistant Director is authorized to represent Admissions and oversee data entry and assure data quality in Banner SIS tables. This person represents Admissions interests in Banner user groups such as BUGS, the Banner Coordinators Group, and in consultation with ITS staff on project work.

b) departmental resources

The Assistant Director will have access to the existing software applications and systems of Oregon Tech and the collaborative support of the Admissions Management Team. He/she will have the support of Office Specialists and student staff for data entry, special projects or ongoing tasks depending on the initial assessment of Admissions operations.

c) institutional resources

Oregon Tech currently contracts with Ellucian Recruiter (CRM) for recruiting and communications software and utilizes Banner SIS for admitting students and requires continual coordination with Oregon Tech Information Technology Services (ITS).

What kinds of decisions will the incumbent be expected to make?

After completing a review of current processes and becoming familiar with Oregon Tech institutional policies and admission policies, the Assistant Director will recommend changes for greater efficiency in processing applications, integrating the systems and applications used by Admissions (Banner, Recruiter, document imaging), and development of reporting mechanisms for data-driven enrollment planning. The Assistant Director uses his/her discretion and communication skills to collaborate as appropriate with Admissions, the ITS Department and other campus staff as necessary.

3. Budget Authority: Indicate the level of responsibility of the incumbent for development, direction and control of budget. Indicate size of budget.

	Delegated authority to develop and monitor*	\$
	Develops, monitors* and controls*	\$
X	Limited approval authority for purchase	\$5,000
	Purchase only with higher level OK	\$

*To monitor means to review and approve expenses. Control means to authorize budget transfers at department level.

E. PURPOSE AND NATURE OF WORK RELATIONSHIPS

PERSON(S)/POSITION/ AGENCY (e.g., student, staff, faculty, general public, Board of Trustees)	PURPOSE (e.g., giving or securing information, explaining policies or operations, solving problems, etc.)	HOW OFTEN
Faculty and staff of OIT	Establish positive working relationships with Oregon Tech staff and departments while advocating for the system and operational needs of Admissions.	Daily
Admissions staff	Support the Admissions staff needs for data pertaining to the recruitment, admission and enrollment of qualified students.	Daily
Colleagues at other institutions	Communicate with staff of Oregon public institutions, especially the smaller, regional institutions to identify best practices for Oregon Tech.	Quarterly
Vendors	Communicate with vendors related to software use, purchasing names for recruiting, receiving test scores and electronic transcripts and social media providers. Also work vendors regarding bulk mailings.	As needed
Prospective students and their families	Troubleshoot processes as they impact individual applications, providing customer service to students and making systemic adjustments.	Occasionally
Current OIT students	Work with student workers in Admissions in support of daily operations, data entry, telecounseling, and other recruitment related activities.	As needed

F. JOB FUNCTIONS

REFERENCE ID	JOB FUNCTIONS	FREQUENCY	ANNUAL PERCENT OF TIME
-------------------------	----------------------	------------------	---------------------------------------

<p>1</p>	<p>OPERATIONS ANALYSIS</p> <p>Develop and implement new technology and methods to assist the Admissions Office and their customers with moving from manual to automated methods and improving current systems. Research and implement, along with ITS, new technologies in order to keep current trends and improve business processes within the office; analyze and implement new software packages/modules to determine appropriateness.</p> <p>Identify, categorize and prioritize incidents, problems and changes required for the best resolution of client support requests.</p> <p>Serve at the senior technical level as a liaison between Oregon Tech and vendors to troubleshoot and resolve issues under support and maintenance agreements.</p> <p>Read product release notes and announcements to analyze for impact and develop and execute implementation strategies and plans.</p>	<p>Daily</p>	<p>25</p>
----------	--	--------------	-----------

2	<p>ADMISSIONS SYSTEMS</p> <p>Ellucian Recruiter: Provide support for the installation, configuration, troubleshooting, and maintenance of Recruiter systems including Production, Quality Assurance, and Development environments. Support other Oregon Tech departments with use of Recruiter. Provide senior consultation and expertise for large scale projects or enterprise systems. Serve as direct point of contact with ESI managed services and technical support staff. Provide project management and create test plans and support for new or upgrades to Recruiter. Also maintain Recruiter access at Wilsonville campus. Maintain the Recruiter test environment.</p> <p>BANNER: Function as Admissions liaison and advocate with ITS in using Banner SIS, attending Banner User Group (BUGs) meetings, and Banner Coordinators Group meetings to prioritize Banner resources and projects on campus. Coordinate with Business Affairs staff for automated student application fee tracking. Provide project management and create testing plans and support for new or upgrades to Banner SIS systems for the Admissions Module.</p> <p>DOCUMENT IMAGING: Collaborate with new document imaging system consultants to reorganize Admissions operation and integrate it efficiently with other systems.</p> <p>ADMISSIONS USER SUPPORT: Coordinate with ITS to assure every work station is properly maintained with software updates, security measures, and the latest version of Microsoft Windows products supported by Oregon Tech. Provide technical support for Admissions staff using online resources, social networking sites and web-based recruiting tools.</p>	Daily	30
3	<p>ADAPT SYSTEMS FOR EXPANDING PARTNERSHIPS AND REMOTE CAMPUSES</p> <p>Assure that existing systems are adapted to include dual enrollment admission and the needs of remote Oregon Tech locations</p>	As Needed	3
4	<p>DOCUMENTATION</p> <p>Develop documentation on SharePoint (MyOIT) and provide regular updates for Admissions staff and remote sites</p>	Monthly	2
5	<p>DATA REPORTING AND ANALYSIS</p> <p>Establish regular reporting routines and analyze data to support recruiting and enrollment strategies including Territory Management and all processes as identified.</p> <p>Develop and implement internal reporting requirements to measure operational performance and efficiency.</p>	As Needed	10

6	COMMUNICATIONS Write and edit communications including email, letters, postcards, telecounseling and ad hoc documents. Write logic behind communications for targeted populations and market segmentation. Datamine to ensure there is proper communication to recruits. Proficient knowledge in html, CSS and basic web design using tables for email communication and updating admissions web pages.	Daily	10
7	TUITION REMISSIONS Set up crosswalks from Banner Financial Aid to EMAS. Ensure funds are set up and business office has accounts for all scholarships that Admissions awards. Set up Ellucian Recruiter to communicate Admissions scholarship awards and create reports of how Admission scholarships are performing and staying within budget.	Annually	5
8	Hire, train, assign work, and conduct annual performance reviews for 1 unclassified and 2 classified direct reports/positions	As Needed	10
9	PROFESSIONAL STANDARDS Represent Oregon Tech Admissions with the highest levels of professional integrity, serving on various University committees and participating in appropriate state and national professional organizations; travel occasionally for training, meetings or evaluation of other Oregon Tech site operations; rarely, national travel for training or professional development as identified by the Admissions Director. As a senior level position, may occasionally be expected to be "on call" as a technical resource and/or communication liaison for emergency situations.	As Needed	4
10	Other duties as assigned	As Needed	1

G. SKILLS KNOWLEDGE AND ABILITIES

Describe the skills, knowledge, and abilities which are essential for successful performance of this position. List them in descending order of importance.

Next, indicate the function(s) for which each skill, knowledge and ability is required.

JOB FUNCTION REFERENCE	SKILLS, KNOWLEDGE AND ABILITIES
1, 2, 3, 4, 5, 6, 7, 8	In-depth knowledge of complex database systems, web-based applications and software applications typically used in college admissions
1, 2, 3, 4, 5, 6, 7, 8	Competency for analyzing recruitment related data and assessing programming activities as part of a strategic enrollment planning initiative
1, 2, 3, 4, 5, 6, 7, 8	Ability to work independently, set priorities, plan, organize, and delegate work, handle interruptions under pressure, and have a thorough understanding of university processes, policies and data quality issues

1, 2, 3, 4, 5, 6, 7, 8	Skill in utilizing technology and complex database application; understanding of innovative uses of technology in the recruitment process
1, 2, 3, 4, 5, 6	Familiarity with college or university admissions policies and processes
1, 2, 3, 4, 5, 6	Ability to utilize library resources, Internet, professional journals as needed for researching solutions
1, 2, 3, 4, 5, 6, 7, 8	Superior communication, organizational, and interpersonal skills
1, 2, 3, 6, 7, 8	Ability to develop positive working relationships with the Admissions Management Team, the ITS Department and to supervise staff and students as needed for data entry or other tasks.
1, 2, 3, 4, 5, 6, 7, 8	Working knowledge of system tools to enhance internal workflow, e.g., Microsoft SharePoint, Outlook, EMAS
7	Ability to travel on occasion to attend meetings, training or conferences out of town
2	Assist with work station functionality for Admissions staff (PCs, laptops, scanners, etc.) and utilize knowledge of PGP encryption programs.
1, 2, 3, 4, 5, 6, 7, 8	Knowledge of laws and regulations regarding CAN-SPAM and other electronic communications media.
1, 2, 3, 4, 5, 6, 7, 8	Knowledge and familiarity of COGNOS, a Business Intelligence program that creates dashboards, etc. This program will create data output for upper administration use and strategic enrollment management.
1, 2, 3, 4, 5, 6, 7, 8	Familiar with SMSS (SQL Server Management Studio) and be able to write, understand and execute basic SQL statements.

H. PHYSICAL CHARACTERISTICS/WORK ENVIRONMENT

Only when applicable, please describe the physical characteristics or adverse/hazardous conditions of the essential job functions to be performed.

JOB FUNCTION REFERENCE	PHYSICAL CHARACTERISTICS
7	Able to drive in all weather conditions and fly on commercial aircraft
2, 7	Able to lift 30 lbs.
1, 2, 3, 4, 5, 6, 7, 8	Able to use a computer and telephone to communicate with others

I. ADDITIONAL JOB-RELATED INFORMATION

Please include information on creativity or innovation required for successful completion of job responsibilities and any other comments that would add to an understanding of this position.

This position requires the technical skill of an operations manager or business analyst combined with the specific knowledge of university Admissions systems and processes. There may be occasional evenings/weekend work when routine maintenance requires all users to be logged off or when deadlines or departmental objectives require it.