ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Associate Director, Data Automation Specialist

DEPARTMENT: Office of Academic Records, Enrollment Group

The Associate Director, Data Automation Specialist is an administrative position in Academic Records. The Associate Director, Data Automation Specialist reports directly to the University Registrar. The individual in this position works with other administrative areas and committees throughout the University and within the Enrollment Group to create, implement, and maintain programs, compliance policies, and Academic Records handbook describing procedures. Additionally, the individual in this position identifies opportunities for service improvements and identifies delivery methods by working closely with other colleagues. The main responsibilities for this position are the administration of DegreeWorks, National Student Clearinghouse interactions, tasks directly related to Banner, CourseLeaf, EAB-Student Success Collaborative, OnBase, Fordham Connect, Workflows, and any other technologies used to advance productivity and efficiency. The home office for this position is at the Rose Hill campus. Travel to the Lincoln Center and Westchester campuses, and related conferences is required. Weekend and evening hours, as needed.

RESPONSIBILITIES:

- Handles all tasks related to enrollment reporting to the National Students Clearinghouse, including: creation of enrollment reporting calendar, exporting files, correcting any inaccuracies, extracting data for auditors, and updating data directly at NSC.
- Uses DegreeWorks to process graduation updates (award degrees), degree waivers, and substitutions as received from Department Chairs/Deans’ Offices.
- Provides DegreeWorks training to new staff members in various areas of the University.
- In collaboration with Provost’s Office, creates (“scribes”) new programs in DegreeWorks.
- Edits current degree programs in DegreeWorks as new requirements are approved.
- Participates in commencement meetings/ceremonies as needed.
- Knowledge of FERPA and student records retention policy.
- Works closely with other colleagues during software enhancements and upgrades, including testing of patches and fixes.
- Provides reports for various areas using Analytics or other available reporting tools.
- Works collaboratively with University colleagues; identify opportunities for improvements in Academic Records services (e.g. workflows).
- Manages, supervises, motivates, trains and leads full-time staff, part-time staff and student workers.
- Reviews student/customer service issues and use judgment to act when precedents do not exist.
- Creates relevant procedures in areas of responsibility.
- Maintains FAQs and other web forms on Fordham.edu.
- Assists in the preparation of loading Banner tables prior to registration.
- Serves on University committees and task forces as requested.
- Assists with freshmen registration plans and manage emails for the incoming freshmen class.
- Performs various job functions while colleagues are absent (e.g. vacancies, vacation, illness, etc.).
- Performs other duties as assigned.

QUALIFICATIONS:

- Bachelor’s Degree preferred.
- Minimum three years of successful supervisory and/or management responsibility.
- Experience with a student information system is required. Experience with Banner Student (INB and SSB) preferred, and working knowledge of DegreeWorks, registration, transcript, and degree verification processes.
- Ability to work independently, effectively, and collegially with faculty, deans, staff, and senior administrators.
- Experience with managing corporate e-mail accounts.
- Excellent oral and written communication skills.
- Excellent customer service skills; respectful, friendly, and accountable.
- Superior problem-solving and multitasking skills are essential; ability to work independently.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: Anna Ponterosso, University Registrar ponterosso@fordham.edu

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