ADMINISTRATIVE POSITION ANNOUNCEMENT

POSITION: A06055

DATE: 10/23/19

TITLE OF POSITION/RANK: Assistant Director for Graduate Student Aid and Admissions Operations

DEPARTMENT: Gabelli School of Business Graduate Admissions Division, Lincoln Center

POSITION SUMMARY:
The graduate division of the Gabelli School of Business administers more than $6 million dollars in institutional, merit-based student aid across a portfolio of MBA and specialized masters programs. Reporting to the Associate Director of Admissions Operations and Enrollment Systems, the Assistant Director for Graduate Student Aid and Admissions Operations manages the scholarship and graduate assistant award processes for new and continuing graduate business students enrolled in Gabelli School of Business degree programs while supporting the admissions operations group.

RESPONSIBILITIES:
• Graduate Scholarships and Assistantships:
  o Manage the full cycle of the institutional scholarship and graduate assistantship process including award notification, posting, and financial accounting.
  o Accurately maintains and tracks all student aid records, providing reports to the Senior Assistant Dean and senior leadership of the business school as requested.
  o Serve as a liaison to Financial Services, Student Accounts, and Enrollment Services.
  o As appropriate and necessary, works with students and with Enrollment Services on all federal loan programs, working to rectify any issues or problems and generally acting as student’s primary student-aid advocate.
  o Serve as the primary student aid resource for prospective and continuing graduate business students.
  o Effectively utilize ERP and CRM solutions to optimize utilization and efficiency.

• Admissions Operations:
  o Assist with workflow management and priorities of the admissions operations group.
  o Ensure compliance with effective, efficient business processes and ensures that admissions operations meet high quality control standards.
  o Executive data entry, retrieval of information and usage of all systems in the admissions process including accurate recording of admissions decisions and notifications.
  o Ensure that all data recorded in the application management systems is aligned with the University student information system (Banner).
  o Troubleshoot system-related issues with external and internal users.
  o Develop and maintain events and communication plans in the CRM system, Slate.
  o Assist in coordinating the admission interview process alongside the admissions operations team and admissions interviewers.
  o Assist in the execution of strategic initiatives when appropriate and necessary.

• General:
  o Maintain and support process structures to meet departmental needs.
  o Coordinate routine data cleanup processes with members of the admission operations group.
  o Arriving every day with a can-do attitude.
  o Willingness to work in a team environment.

QUALIFICATIONS
• Bachelor’s Degree required; or in lieu of the degree a minimum of 4 years of related experience in financial aid, admissions, or enrollment management.
• High proficiency in student and admissions information systems (e.g., Slate, Banner, PowerFAIDS, etc.).
• High proficiency in traditional office productivity systems (Word, Excel, Outlook, PowerPoint, etc.).
• Proven analytical abilities, history of sound judgment, and the ability to research, compile, and report detailed financial reports.
• Excellent communication and interpersonal skills.
• Demonstrated ability to work under pressure with a variety of internal and external stakeholders.
• Availability and willingness to work some evenings and weekends.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: Rashda Regalado
regalado@fordham.edu

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