ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Assistant Director of Graduate Advising Operations

DEPARTMENT: Office of Graduate Advising
Lincoln Center

POSITION SUMMARY:
Reporting to the Sr. Assistant Dean of Graduate Academic Advising and Student Engagement, Assistant Director of Graduate Advising Operations is responsible for overseeing operations of the graduate academic advising team, including working closely with faculty and programs to advise on the strategic scheduling of courses and co-curricular activities for Gabelli School MBA, MS, and dual-degree graduate students. This role acts as bridge between the graduate advising team and Gabelli School academic areas, programs, and records personnel involved with course scheduling, degree planning, co-curricular programming, and advising data requests.

RESPONSIBILITIES:
- Serves as a core member of the academic advising team, which delivers developmental academic and club advising, student resources, academic enrichment activities, service opportunities, cultural programs, and other co-curricular activities.
- Consults and coordinate with assistant deans, area chairs, program directors, academic records, and other partner offices on matters related to preparation of the class schedule and course catalog. Collects and shares student feedback, student behavioral data, and advising data related to course enrollments, scheduling needs, degree completion needs, and student interest.
- Works closely with Director of Course Scheduling and Director of Business Intelligence and Academic Analytics during yearly course scheduling review and projection cycle to provide insight from graduate advising team. Advises faculty and staff with regard to course fit patterns, cohort scheduling, course changes, schedule production, and academic calendar. As new and modified curriculum is being prepared, may support Curriculum Advisory Committees.
- Utilizes student, advisor, and faculty feedback as well as market trends to plan co-curricular academic activities across all MBA and MS programs. Works with Senior Assistant Dean of graduate advising and program directors to enhance programmatic offerings for academic success topics. For example, partners with manager of enrichment programs for orientation planning and activities, and coordinates with marketing team for graduation event support. Manages and coordinates centralized calendar of events for Graduate Advising Team.
- Collaborates with Senior Assistant Dean, Assistant Deans, and Director and Assistant Director for Online Learning to ensure degree requirements, policies, and information are comprehensive and updated for all programs in Degreeworks, the academic bulletin, and the advising CRM. Engages in benchmarking research of peer schools and business trend reviews to inform advising practice and policy. Assists with collecting data and providing enrollment, advising, and student record reports on behalf of the advising team.
- Participates in monthly cross-functional meetings by academic program with program directors, area chairs, admissions, and career development teams for information sharing and to assess and address curricular and co-curricular student needs.
- Responsible for managing advising team communication throughout the year including incoming and current student emails, LMS advising course, and advising website updates.
- Manages tutoring and graduate assistant student workers for the graduate advising office. Oversees onboarding, training,
- Works on strategic projects, new advising initiatives, data and reporting projects, and/or other duties as assigned by the Sr. Assistant Dean. Provide guidance to university leadership in support of school-wide initiatives and support policies and procedures specific to academic advising.
QUALIFICATIONS:

- Master’s Degree and/or its equivalent required in Higher Education Administration, Student Affairs, Operations, and/or MBA/MS Business programs. Minimum of 4 years’ experience in higher education administration and faculty relations required.

- Applicant must have strong interpersonal skills and fluency in Microsoft Office, Banner, and/or other course scheduling and registration platforms. Experience in project management, and technical aspects of curriculum, scheduling, and program design. Absolute attention to detail and being process oriented is required. Evenings, weekends and early morning hours are sometimes required.

- Candidate must have outstanding organizational skills and strong ability to manage competing priorities and projects in a high-volume environment under time constraints. Demonstrated experience building and establishing relationships with faculty, deans, and other staff on campus. Exceptional written and verbal communication skills are also necessary. Exercising discretion and judgment in confidential matters is required. The candidate must be a proven team player, able to work cooperatively in small groups or independently with minimal supervision required.

- Openness to feedback while maintaining a growth, learning, and change-positive mindset is a must. Be pro-active with excellent interpersonal and communication skills.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: Rachel Dobkins
Assistant Director of Graduate Advising Operations
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