ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Operations Manager

DEPARTMENT: Student Services
Rose Hill

POSITION SUMMARY:
Reporting to the Assistant Vice President for Student Affairs/Dean of Students Services, the Operations Manager works collaboratively with the AVP to ensure all operations are functioning effectively in addressing the various needs of the undergraduate and graduate student population. Student Services department include Dean of Student Services, Career Services, University Transportation, Disability Services, Counseling & Psychological Services, University Health Services, Dining Services, The Kaplan Testing Program and Fordham University Emergency Medical Services (UHS).

RESPONSIBILITIES:
• Assist the AVP in the overall management, coordination of operations and oversight of the Student Services Departments across all three Fordham campuses.
• Track and verify budget transfers submitted to AVP for approval by directors; monitors all Student Services Unit budgets.
• Handle various programming, operational, personnel, and budgetary issues with department directors and make related decisions.
• Solve operational problems with Deans and Directors in AVP absence; serve as liaison between AVP and Student Services team.
• Support and assist Student Services departments during peak times and/or staffing shortages.
• Assist with compliance related issues from outside agencies; assist in managing 24/7 emergencies, etc.
• Monitor all Student Services Campus Labs surveys and other assessment initiatives.
• Draft correspondence and edit reports on behalf of the AVP; edit department reports for inclusion in quarterly and annual report templates.
• Coordinate logistics for related events and meetings with vendors, compliance agencies, etc.
• Provide front-line support for students and parents addressing service issues with Student Services departments.
• Represent Student Services department at University-wide events, including evening and weekend hours as required (President’s Open House, New Student Orientation, Spring Weekend, Midnight Breakfast, etc.).
• Attend Student Health Insurance Committee meetings and trouble-shoot related problems with parents and students regarding Student Health Insurance.
• Manage all weekend/evening operational, fiscal (budget director) and logistical matters associated with the Kaplan Testing Program.
• Chairperson of University-wide Blood Drive.
• Perform other duties as assigned to support Student Affairs as a whole, as well as individual Student Services departments.

QUALIFICATIONS:
• Bachelor’s Degree required; or in lieu or the degree, a minimum of 4 (four) years of relevant experience in student personnel or higher education administration, human resources management or organizational development.
• Basic bookkeeping knowledge with preference for knowledge of university budget preparation and enterprise systems.
• Proficiency in Microsoft office (Word, Excel, Publisher) and Google Suite (Docs, Sheets, Slides and Forms).
• Excellent judgement, diplomacy and discretion in handling confidential material and matters.
• Strong organizational, interpersonal skills, and dependability.
• Ability to establish priorities, exhibit resourcefulness, work well under pressure, work on multiple projects simultaneously, anticipate schedule demands, meet deadlines, and solve problems.
• Ability to work with various University constituencies, eternal organizations, and vendors in a team-oriented fashion, (Human Resources, Accounts Payable, Conference Planning, Hudson Valley Blood Services, etc.).
• Possess an understanding for the mission of Jesuit education.
• Dedication to learning about, understanding, and supporting the care of students and the vocation of student affairs in the context of Fordham University’s Jesuit Catholic tradition.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: Keith Eldredge
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