ALVERNO COLLEGE
ESTABLISHED 1887

Posting Date: January 2019

Position:	CRM and Admissions Operations Specialist		
Department:	Admissions	**Hours per Week**:	Full-time

Alverno College is a private liberal arts college with an internationally acclaimed ability-based program and diverse student body. Our low instructor-to-student ratio and collaborative faculty contribute to a positive learning environment. We provide students with real-life, hands-on experiences in the classroom, in study abroad opportunities and in professional internships related to their major. These experiences, among others, have resulted in Alverno College being ranked higher than any other college in Wisconsin in its "Strong Commitment to Teaching" category for the ninth consecutive year.

This is a full time staff position. Salary will be commensurate with qualifications, education, and experience. Alverno College health, disability, and retirement plan enrollment is available to full time employees and eligible dependents. Tuition benefits are available for employees and qualified dependents.

Primary Duties and Responsibilities

The following information is not meant to be all-inclusive.
Other duties and responsibilities may be assigned as necessary.

CRM and Admissions Operations Specialist is primarily responsible for:

- Managing the computer-based admission system; providing data required for management decisions; supporting the recruitment communication flow; supervising the implementation and processing of inquiries, applications, and acceptances for all populations;

- Harnessing data and providing analysis that will inform and guide Alverno's enrollment management and admissions decisions

- Oversee meeting training needs for staff in regards to new existing and new technology that supports the work of enrollment management and Admissions.

- Be collaboratively involved with and support college-wide Admissions recruitment efforts

- Position manages two support staff members in Admissions

Qualifications

- Two years of experience in CRM administration, business analytics, data and research, or information technology required.

- Requires familiarity with Microsoft Office and database systems, Ellucian Colleague preferred.

- Requires demonstrated experience leading, guiding and directing others, preferably in a technology and/or higher education environment.

- Willingness and ability to occasionally travel and work some evenings and weekends.

- Requires excellent written and oral communication skills including the ability to articulate complex systems solutions to a non-technical population. Requires the ability to communicate and respond to both internal and external customers professionally and in a timely manner. Must have the ability to read, interpret, write and complete documents such as reports, operations plans, general correspondence, and training material.

- Requires strong organizational skills and the ability to multi-task, prioritize, and work with frequent interruptions. Must have the ability to professionally respond to variations in schedules and plans.

- Strong problem-solving and collaborative skills including the ability to develop innovative approaches and ideas and meet challenges with resourcefulness.

- Work independently and collaboratively as a member of a team.

- Demonstrated effectiveness in achieving goals.

- Ability to work with diverse clientele.

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion.

Education

Bachelor's degree required. Master's degree preferred.

How to Apply

Apply on-line at http://www.alverno.edu/jobs

Please attach a cover letter, current CV, and names and contact information for at least three professional references.

Alverno College is an Equal Opportunity Employer and committed to workplace diversity