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**Job Title:** Assistant/Associate Director of Admissions, Systems and Operations

**Department:** Office of Admissions and Outreach

**Reports to:** Assistant Vice President, Admissions

## About Palo Alto University

Palo Alto University (PAU) is a private, non-profit educational institution accredited by the Western Association of Schools and Colleges. PAU is dedicated to education with an emphasis in the behavioral and social sciences; to promoting future innovators and leaders for the benefit of society; to generating knowledge through research and scholarship of the highest level; and to providing services to the community informed by science and scholarship. The institution currently is home to approximately 90 undergraduate students, and 1,200 masters and doctoral students. PAU is considered an industry leader in doctoral psychology education, and is home to several “all-star” psychology researchers and educators.

## About the Office of Admissions and Outreach

The Office of Admissions and Outreach manages a comprehensive outreach, recruitment and admissions program for all PAU degree programs, including the PhD, PsyD, MA in Counseling, MS in Psychology and two Bachelor’s degree-completion programs. Admissions and Outreach team members aim to be both professional and approachable, and maintain the highest standards for access, equity and transparency in all aspects of our work. The Office of Admissions and Outreach recognizes that students can take many paths to PAU, and seeks to recruit and enroll those students who would thrive in our programs, regardless of background.

## Job Summary

Under the direction of the Assistant Vice President for Admissions, the Assistant/Associate Director of Admissions has primary responsibility for managing and providing strong quality control for the systems and operations functions of the Office of Admissions and Outreach. This position plays an essential role in ensuring the smooth operation of the Liaison PsyCAS and EMP platforms, and works closely with the Recruitment and Admissions staff members to ensure prospective students, admits and enrollees have an excellent experience before, during and after the admissions process. In addition, the Assistant/Associate Director works closely with campus partners to ensure smooth integration of all related campus systems.

## Job Functions

* Provides meticulous quality control for all admissions systems and operational functions.
* Manages admissions systems integration internally (EMP and PsyCAS) and externally (Jenzebar, Sapphire, ZenDesk, etc).
* Aims to use admissions systems to improve the experience of prospective and admitted students, as well as for the recruitment and admissions team members.
* Act as the subject matter expert regarding the rules, regulations, and guidelines related to admission, and be skilled in applying them consistently, yet tactfully.
* Management of PsyCAS and EMP
* Create and manage the yearly operations calendar for all programs, with close collaboration among academic Program Directors and Program Coordinators.
* Maintains current written policies and procedures related to all essential functions.
* Ensure admissions tasks are evenly dispersed among Admissions Counselors, especially during busy times.
* Assist the AVP in regular reporting.
* With the AVP, create and implement standards for fraud detection.
* Conducts frequent audits of data and records and leads efforts to ensure the integrity and accuracy of all data related to student admissions and enrollment within all relevant application management systems.
* Serve as the primary liaison with the Office of the Registrar, and manage the transition of student records from PsyCAS to Jenzabar.
* Ensure the confidentiality of student records in compliance with the Family Educational Rights and Privacy Act (FERPA).
* With the AVP, ensure compliance with state, federal, and international rules regarding data collection, storage and use.
* Potential oversight of Admissions Counselors.
* Other duties as assigned.

## Our Ideal Candidate

* Views systems and operations as a means to streamline and personalize the admissions experience, not to automate or anonymize.
* Loves thinking about processes, procedures and systems integrations.
* Enjoys re-imagining and building systems and processes.
* Understands the importance of quality control, and insists on testing and checking for system and process integrity.
* Comfort working with faculty and campus leadership.
* Comfort with occasional ambiguity, and in building business processes where none exist or where ad hoc solutions have existed for some time.
* Seeks input from multiple perspectives before making proposals or decisions.
* Is passionate about higher education and sees the value of small colleges and universities.
* Is a consummate team player, willing to pitch-in when necessary.
* Is looking to grow professionally and to provide leadership and mentorship.

## Qualifications

* Bachelor’s degree.
* Strong time management and prioritization skills; as well as strong attention to detail.
* For Assistant Directors, at least four years’ experience in college or university admissions, with at least two years in a role with direct responsibility for admissions systems (CRM) and operations. For Associate Directors, at least six years’ experience in college or university admissions, with at least four years in a role with direct responsibility for admissions systems (CRM) and operations.
* Strong technical and reporting skills.
* Strong communication skills, especially in technical writing and training.
* Experience with digital campaigns, inquiry nurturing and recruitment events.
* Qualified individuals should be able to articulate a strong commitment to diversity, and have the ability to work effectively with individuals from different backgrounds.
* Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.

## Preferred Qualifications

* Master’s degree.
* Experience with Liaison Central Application Services (WebAdmit) and EMP strongly desirable.
* Familiarity with smaller colleges and universities, and experience with graduate programs.
* For hiring at the Associate Director level, experience in supervision of professional staff.

## Hiring Information

The successful candidate may be hired at either the Assistant or Associate level, depending on experience and qualifications. Associate Directors will likely have responsibility for direct supervision of the Admissions Counselor team.

After a successful probationary period, this role will likely allow for regular remote/telecommuting hours. This person in this role will need to be on the Palo Alto campus regularly, however, so an entirely remote position is not possible. During telecommuting days, staff are expected to be available for Zoom meetings during regular working hours.

This full-time, 40-hour per week position will be based in Palo Alto. Review of applications will begin immediately and continue until position is filled.

Interested candidates should submit a letter of interest and resume [online](https://paloaltou.co1.qualtrics.com/jfe/form/SV_1KSYpzvF7G70qoJ). Applications will only be accepted online.

*PAU is an equal opportunity employer/Affirmative Action Employer and actively works to enhance its diversity.*