



## JOB DESCRIPTION

**Job Title:** Operations Manager, Continuing & Professional Studies

**Division/Department:** Continuing and Professional Studies

**Reports to:** Vice President for Continuing and Professional Studies

### JOB SUMMARY

The Operations Manager for the Continuing & Professional Studies (CAPS) Division plays a key role in the success of the Continuing & Professional Studies (CAPS) Division at Palo Alto University. The Operations Manager is responsible for developing and improving the effectiveness of organizational processes and collaborates closely with the Executive Assistant for Continuing & Professional Studies and other PAU departments regarding the execution of processes and procedures. This position reports to the Vice President of the Continuing & Professional Studies Program but must be able to work effectively on an independent basis.

### JOB DESCRIPTION

- Independently implement, administer, and evaluate the day-to-day operations of the Continuing & Professional Studies Division
- Develop, interpret, and implement University policies, procedures, and resources for CAPS
- Create reports and formulate solutions and/or recommendations to achieve program goals and assist in the development of future courses, schedules, hiring's, and offerings
- Manage content, update, and ensure the accuracy of data in the CAPS system
- Represent CAPS at professional conferences and other outreach events
- Manage program participants through tracking progress toward completion, monitoring of registration and grades, and program learning outcomes
- Drive revenue through managing marketing and sales campaigns and setting sales meetings
- Work collaboratively to ensure program compliance with accreditation bodies and continuing education standards
- Develop CAPS course schedules and assign and coordinate faculty scheduling
- Build, create, and manage program Intranet and external web pages
- Manage day-to-day relationship between CAPS customers and PAU and its broader community
- Plan, coordinate, and participate in organizational activities, events, and workshops
- Assist with program development and recruitment, including but not limited to, advising prospective partners regarding program development requirements and options
- Other duties as assigned

### ESSENTIAL QUALIFICATIONS

- Master's degree preferred, Bachelor's degree required
- 3-5 years minimum experience in a similar role
- Ability to navigate the university environment, work autonomously, and manage multiple projects
- Strong knowledge and experience with a CRM
- Excellent written and verbal communication skills
- Excellent discretion in handling sensitive information

- Ability to work on-site from campus locations when needed
- Available to work occasional evenings and weekends when needed

***To apply, please send your resume to [awatkins@palou.edu](mailto:awatkins@palou.edu).***