Assistant Director, Administrative Services and Operations

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Yeshiva University

Assistant Director, Administrative Services and Operations

Job No: 498369
Work Type: Staff Full-time
Department: Katz School
Location: Beren Campus, 245 Lexington Avenue, NY, NY
Categories: Clerical, Administrative Support

Position Summary:

The Katz School is seeking an experienced and service-oriented Assistant Director of Administrative Services and Operations to lead and continuously improve the School's administrative infrastructure. Supporting significant enrollment growth and a multi-campus footprint, this role supervises staff and oversees school-wide coordination of core administrative functions-including personnel processes, procurement, contracts, compliance, IT support, facilities, and travel-ensuring consistent implementation across academic and administrative units in alignment with university policies and systems.

Reporting to the Senior Director for Planning, Budget, and Finance, the Assistant Director ensures high-quality administrative services for faculty, staff, and students.

Position Responsibilities:

Policy & Process Leadership

- Develop and implement administrative policies and workflows aligned with University guidelines.
- Guide academic and administrative units in applying procedures related to HR, AP/AR, contracts, compliance, facilities, IT, and travel.
- Oversee contract and procurement processes, including routing, approvals, and follow-up.
- Manage P-card and travel systems and ensure adherence to usage policies.
- Coordinate with IT to troubleshoot administrative systems and manage access and service needs.
- Maintain the School's internal intranet with up-to-date policies, process guides, and organizational information.

Operations Oversight

- Supervise staff responsible for faculty, staff, and student appointments, including high-volume adjunct and student hiring.
- Oversee day-to-day logistics such as office coordination, facilities requests, and space use.
- Support school-wide operational logistics, including security, scheduling, and supplies.
- Coordinate updates and communications to internal stakeholders to ensure timely distribution of operational policies, procedures, and announcements.

Cross-Campus Coordination & Communication

- Ensure consistent administrative practices across the School's five campuses and online division.
- Provide regular training and documentation to promote operational clarity, including self-service intranet resources and process guides.
- Develop user-friendly tools such as forms, checklists, and request systems to support self-service operations.
- Serve as a central point of contact for administrative consistency across divisions, promoting clarity and transparency in daily operations.

Institutional Liaison & Staff Supervision

- Serve as the School's administrative liaison to central offices, including HR, Legal, Procurement, Facilities, and IT.
- Represent the School in University-wide working groups related to operations and compliance.

- Supervise and develop a high-performing operations team, including full-time, part-time, and student workers as needed.

Experience & Educational Background:

Required

- Bachelor's degree and 3-5 years of progressively responsible experience in administration, operations, or project coordination.
- Experience in higher education, nonprofit, or public-sector environments preferred.
- Familiarity with ERP systems (e.g., Banner, Workday) or comparable platforms.
- Demonstrated ability to interpret and apply institutional policies and ensure compliance.
- Experience improving or implementing business processes across units or departments.
- Experience supervising staff and coordinating across multi-site or complex organizations.
- Excellent interpersonal, communication, and organizational skills.
- Ability to manage multiple deadlines and priorities with attention to detail.
- Strong proficiency with Microsoft Office and ability to generate reports and updates using emerging AI tools.

Preferred

- Training or certification in project management, administrative operations, or HR.
- Experience with intranet development, operational documentation, or workflow automation tools.

Skills & Competencies:

Required

- Outstanding communication skills-written, verbal, and visual-with the ability to engage diverse audiences and explain complex concepts clearly.
- Strategic and analytical thinking with a data-informed approach to planning and decision-making.
- Proven project management skills and the ability to lead complex, multi-phase initiatives from planning through execution.
- Strong interpersonal skills, collaborative mindset, and ability to build trust across departments and hierarchical levels.
- High attention to detail and the ability to synthesize complex financial and operational data for executive use.
- Ability to manage multiple priorities in a fast-paced environment while maintaining high performance standards.

Preferred

- Experience with systems development, process improvement, or operational scaling in academic or mission-driven settings.
- Familiarity with education technology, data tools, or emerging AI platforms.
- Comfort with ambiguity and a proactive, solutions-oriented approach to problem-solving.
- Demonstrated interest in innovation and continuous improvement in support of academic and administrative excellence.

Salary Range:

$90,000 - $110,000

About Us:

ABOUT THE KATZ SCHOOL:

The Katz School of Science and Health, with 1300 master's and doctoral students, is now the largest graduate school at Yeshiva University. Located in the heart of New York City, Yeshiva University is a US News and World Report Top 100 University.

We are research scientists, tech builders, entrepreneurs, and patient-centered clinicians working on problems that matter. We focus on industry sectors that are central to the modern economy: Artificial Intelligence, Biotechnology, Computer Science, Cybersecurity, Data Analytics, Digital Media, and Fintech, as well as Physician Assistant Studies, Nursing, Occupational Therapy, and Speech-Language Pathology.

Katz School faculty take an interdisciplinary approach to research and education, fostering the creativity, collaborative thinking, and builder mindset required to take on today's toughest problems. Over the last five years, we have launched ten master's and doctoral programs with 92% graduation rates, 100% licensure pass rates, 95% post-graduation employment in high-paying careers, and students and alumni from over 30 countries.

The Katz School is a close-knit community with a big network, nestled in the heart of a big city. We are global in reach, with faculty and students from across the United States and around the world-and also deeply embedded in New York City's rich professional and social fabric. With a vibrant campus life and city at our fingertips, the Katz School is where bold, purpose-driven people come to create, connect, and explore. Read about projects at Katz.

ABOUT YESHIVA UNIVERSITY:

The mission of Yeshiva University - the world's flagship Jewish university - is to educate, empower, and inspire our students to become the next generation of leaders, guided at all times by our core values. We do this through a transformative, world-class, and

interdisciplinary education that is deep and broad and that cultivates in our students a sense of meaning, purpose, and drive to make the world a better place, for themselves and for future generations.

Equal Employment Opportunity:

Yeshiva University is an equal opportunity employer committed to providing employment opportunities to all employees and candidates without regard to race, color, age, sex, national origin, disability status, or any other characteristic protected by federal, state, or local laws.

Application Instructions:

To apply, visit https://careers.pageuppeople.com/876/cw/en-us/job/498369/assistant-director-administrative-services-and-operations

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