Associate Director, Enrollment Systems

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Type: Full-Time
Salary: Starting at $64,600 per year
Posted: 36 days ago
Category: Admissions and Enrollment
Associate Director, Enrollment Systems University of Portland

Job Code: A61311

Job category: Full Time Staff

Terms and Hours: Full Time Exempt

Salary Range: Starting annual salary at $64,600; commensurate with experience

Job Summary

The Associate Director, Enrollment Systems provides a key leadership role in managing, optimizing and advancing the Office of Admissions technology systems. This position ensures accuracy, integrity, and strategic use of enrollment and AI-driven data across platforms, with a strong emphasis on cross-system integration and operational efficiency. The Associate Director develops and maintains reporting tools that support data informed decision making within Enrollment Management and ensures alignment between communication strategies, system logic, data structures, and workflow processes. Working closely with Slate Captains, campus partners and external vendors, this role provides essential operational and technical support for enrollment initiatives and ensures reliable, high quality system performance. The Associate Director reports to the Director of Enrollment Systems & Reporting and will serve as the key backup system administrator.

Core Duties

Systems Administration & Operational Leadership

- Manage daily operations, configurations, and performance outcomes of Enrollment Management technical systems with a primary focus on Slate CRM and AI system interfaces.
- Ensure all Enrollment Management technology platforms effectively support recruitment measures, communications, application processing, and data reporting to advance strategic enrollment goals.
- Work closely with the Director of Enrollment Systems & Reporting to align system processes with institutional enrollment goals.

- Monitor key metrics and advise on strategies to support recruitment, application volume, and yield strategic targets.
- Support the Slate Captains/Team in developing & maintaining data-informed enrollment outcomes.
- Serve as the primary backup to the Director of Enrollment Systems & Reporting, providing continuity in system oversight and decision-making.
- Supervise staff employees in the Office of Admissions as needed. Supervisory responsibilities include providing valuable learning experiences, hiring processes, setting of expectations, training and professional development, performance management and evaluations, and disciplinary processes including termination of employment
- Serve as a Slate resource to other departments and ensure data standards are known and used by all Slate users; represent the Office of Admissions as a Slate expert at meetings, committees, and conferences as needed.

CRM Configuration, Optimization & Best Practices

- Research, recommend, and implement best practices for CRM configuration, data governance, and workflow optimization.
- Lead Slate initiatives within the Enrollment Management Division, guiding enhancements that improve efficiency, data quality and overall user experience.
- Collaborate with Slate Captains, campus partners, and external vendors to refine and optimize workflows, forms, portals, and data structures.

Data Management, Integration & Integrity

- Manage all data imports and exports to and from Slate, including source formatting, field mapping, and data transformation
- Oversee data integration workflows and processes, ensuring accuracy, consistency, and timely resolution of data integrity concerns.
- Create, maintain, and document Slate datasets to support reporting, analytics, and operational needs.
- Develop and manage annual record retention processes and policies for the Enrollment Management division.

Slate Communication Systems & Support

- Oversee technical and data management components of Slate communication plans, ensuring system logic, triggers, and audience segmentation align with SMS, email and AI-driven communication workflows.
- Collaborate with the Enrollment Management Communications Team to evaluate performance metrics and troubleshoot problems as they arise.

Other duties as relevant to the duties of the position or as assigned by supervisor or designee. Please note that the above list of duties is not comprehensive but generally demonstrates the types of matters under this positions purview and responsibility.
Education & Experience

- Required: Bachelors degree**.**
- Required: Five to seven years of progressive experience in data analysis, system configuration, reporting and technical administration within an educational system or enrollment focused environment. Experience must include extensive work with CRM systems, enrollment technologies, and/or data management.
- Required: Two years of professional supervisory or team-lead experience.
- Strongly Preferred: Experience with Slate in Higher Education environment.
- Preferred: Experience with SQL or query-building tools, API or file based system integrations, working knowledge in HTML & CSS, and/or communications workflow logic.
- Preferred: Masters Degree in related field.

Or a combination of equivalent education and/or experience.

Certifications & Licenses

None

Knowledge, Skills & Abilities

- Strong ability to collect, analyze, and troubleshoot data in order to lead strategic data management processes.
- Strong attention to detail with a commitment to data integrity.
- Knowledge of data trends and analysis with the ability to provide strategic recommendations.
- Strong orientation towards taking initiative and ownership of programs by being proactive with projects, assignments, and process improvements.
- Ability to consistently handle and follow through with multiple projects and assignments and meet deadlines. Able to be flexible and adaptable to changing priorities to function effectively in a busy work environment.
- Strong critical-thinking, problem-solving, and decision-making skills. Able to implement and use sound judgment.
- Ability to work independently but also to constructively receive supervisory direction and work collaboratively and effectively in a team setting.
- Excellent verbal and written communication skills inclusive of strong presentation and public speaking skills within technical and non-technical audiences.
- Strong collaborative mindset and customer service skills.
- Ability to independently and collaboratively review, interpret and implement processes and policies.
- Ability to maintain confidentiality and effectively handle highly sensitive and personal information with sound judgment, tact, and discretion.
- Professional demeanor and ability to establish effective working relationships, professional rapport, and effectively accomplish work within a University setting that includes a wide array of individuals, groups, policies, and processes. Ability to work effectively with various constituencies including students, the general public, faculty, staff, administrators, alumni and other members of the UP community.

- Competence with and commitment to inclusive excellence; ability to be an effective partner with diverse students, faculty, and staff.
- Effective ability to use and learn computers, technology, software, and applications at level of sophistication required for the duties of the position, including, without limitation, Microsoft Office (Outlook, Word, Excel, and PowerPoint), the internet, and computerized maintenance management systems.

    All University of Portland positions require the ability to quickly learn and use new technologies, software, and applications in depth and at level of proficiency required for duties of the position. In most situations, the necessity of learning, using, and supporting new technologies, software, and/or applications does not change a job description nor make the position one that involves higher level duties.

Physical Requirements

- Frequently: sit, perform desk-based computer tasks; use fine manipulation and grasp; use a telephone; write by hand; sort and file paperwork; lift, carry, push, and pull objects that weigh up to 10 pounds.
- Occasionally: stand and walk; twist; lift, carry, push, and pull objects that weigh up to 10 pounds.
- Occasionally: ability to attend events and activities on or off campus.
- Frequently: ability to interact and communicate with members of the University and others as necessary.

Working Conditions

- Hours of employment: position may require working flexible hours, including early mornings, evenings, nights, weekends, and holidays as necessitated by projects.
- Stress from work-related situations such as those involving challenging, important, urgent, time-sensitive, or multiple matters.

Work Standards

- Respect for the Universitys mission and Catholic identity: demonstrates commitment to learning, respecting, and contributing to the mission of the University, a Catholic and Congregation of Holy Cross institution. The Universitys mission statement states in relevant part: "we pursue teaching and learning, faith and formation, service and leadership in the classroom, residence halls, and the world."The Universitys Statement of Inclusion states in relevant part: "Our belief in the inherent dignity of each person is founded upon the social teaching of the Catholic Church. At the center of that teaching is the fundamental mandate that every person, regardless of race, color, religion, gender, sexual orientation, social or economic class, age, or disability shall be treated with respect and dignity."
    - The full Mission Statement is at: www.up.edu/about/mission.
    - The full Statement of Inclusion is at: www.up.edu/disclosures/inclusion.

- Promote culture of safety: demonstrates commitment to personal responsibility and value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.
- Compliance with laws and policies and procedures: subject to and expected to comply with all applicable University, departmental, and other applicable policies and procedures, including but not limited to, the personnel, business, and/or other policies of the University.
- Compliance with driving-related laws and requirements: when conducting university business while driving, must comply with the Oregon Vehicle Code and University of Portland driving requirements.
- Interpersonal skills: demonstrates the ability to work professionally with all University of Portland community members, external organizations, and any other person or organization employee interacts with in his or her University capacity.

Special Instructions Summary
To apply, please visit: https://uportland.peopleadmin.com/postings/4737
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