Academic Operations Coordinator

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Description

Position Overview:

Franklin University, a private, independent, accredited, not-for-profit University located in Columbus, Ohio invites applicants for its Academic Operations Coordinator position. The Ross College of Business Academic Operations Coordinator serves as the primary assistant to the Dean of the Ross College of Business (RCOB) and coordinates any projects, initiatives, and partnerships involving the Dean including the Global Center for Healthcare Education and the Leadership Center. This position requires a versatile individual capable of managing both internal and external affairs, representing the Dean in meetings, and spearheading significant projects related to academic affairs within the college and throughout academic affairs.

This role will work an onsite hybrid schedule.

Responsibilities:

1. Administrative Support:

- Provide comprehensive administrative support to the Dean, including managing schedules, handling correspondence, and coordinating meetings and appointments.

- Budgeting, purchasing, cost allocation, invoicing, and other transaction tasks even if as the liaison to the finance office of the university from the college.
- Act as the point of contact between the Dean and internal/external stakeholders, including faculty , staff, students, and external partners.
- Supporting faculty in some projects, travel, and purchasing may be necessary from time to time.

2. Meeting Support & Representation:
   - Represent the Dean in meetings, both internal and external, when required. This includes faculty meetings, departmental meetings, and meetings with external stakeholders, partners, and other key executives.
   - Prepare briefing materials and agendas for meetings attended on behalf of the Dean.
   - Capture meeting minutes/notes/action items. Pay careful attention to details that connect with priorities that the Dean may need to be aware.
   - Attend meetings and understand concepts of strategic priorities to understand how to construct future action items, agenda items, and prioritize accordingly.

3. Project Management:
   - Take the lead on large-scale projects within the college, coordinating with various departments and stakeholders to ensure timely completion and adherence to established goals.
   - Conduct research, gather data, and prepare reports as needed for college initiatives and projects.
   - Refine processes and improvements to accomplish the goals within the scope of responsibility.
   - Anticipate important considerations for the Dean to be aware.

4. Communication and Liaison:
   - Serve as the primary point of contact between the Dean's office and other departments throughout the university, as well as with external organizations and institutions.
   - Communicate effectively with faculty, staff, students, and external partners on behalf of the Dean, conveying messages accurately and professionally.
   - Anticipate the need for communications to the Dean, faculty, staff, or others with a need to know.

5. Special Projects:
   Undertake special projects as assigned by the Dean, which may include organizing events, conducting surveys, or implementing new policies and procedures.

6. Confidentiality and Discretion:
   Handle sensitive information with the utmost confidentiality and discretion, maintaining a high level of professionalism at all times.

Profile of Ideal Candidate:

- Education: Bachelor's degree in a relevant field such as Business Administration, Public Administration, or a related discipline. Advanced degrees are preferred but not required.
- Experience: Minimum of 3-5 years of experience in administrative, project management, or coordinator-type roles, preferably in an academic or higher education setting. Experience supporting executive-level staff is highly desirable.
- Project Management Skills: Demonstrated ability to manage complex projects from conception to completion, with strong organizational skills and attention to detail.
- Communication Skills: Excellent written and verbal communication skills, with the ability to effectively interact with individuals at all levels, both internally and externally.
- Professionalism: Exhibits a high level of professionalism and integrity, with the ability to handle confidential information with discretion.
- Adaptability: Flexible and adaptable to changing priorities and able to work effectively in a fast-paced environment.
- Collaborative: Strong team player that works effectively with colleagues and stakeholders across departments.
- Tech-Savvy: Advanced Tech: Proficiency in Microsoft Office Suite, with a medium level of expertise in Excel for data analytics, spreadsheet management, and quantitative reporting.
- Generative AI proficiency: Basic AI literacy is required, including hands-on familiarity with tools such as Gemini and Notebook LM to enhance administrative productivity and research
- Experience with academic management systems is a plus.
- Strategic Thinking: Demonstrated ability to think strategically and contribute to the achievement of the college's goals and objectives.

The ideal candidate for the Ross College of Business Academic Operations Coordinator position is a dynamic individual with a strong administrative background, excellent communication skills, and the ability to manage multiple tasks simultaneously. They should be capable of representing the Dean professionally in various settings and in facilitating key academic initiatives within the college.

About Franklin University

Founded in 1902, Franklin University has built its reputation on removing barriers to higher education for ambitious adults who must balance their educational goals with other commitments. Accredited and nonprofit, Franklin has earned its long-standing reputation as an innovator in online education. The University offers applied, in-demand undergraduate, master's and doctorate programs that enable adult learners to achieve their educational and professional goals. From entrepreneurs to CEOs, more than 50,000 Franklin alumni can be found around the world contributing to the communities in which they live and work.

Franklin offers a competitive benefits package, incentive program and free parking. In addition, Franklin provides free undergraduate tuition for employees and immediate family members, graduate tuition assistance for full-time employees and immediate family members, and a discount on doctoral tuition for employees.

Franklin University is committed to creating a respectful and inclusive educational and workplace environment. Franklin does not discriminate on the basis of age, religion, race, ethnicity, color, national origin, ancestry, immigration status, sex, sexual orientation, gender identity or expression, marital or familial status, disability, or veteran or military status.

We embrace diversity and strive to create an environment where students, faculty and staff feel a sense of belonging. We recognize that our collective potential can only be realized when difference is valued, equal access to opportunity is sought, and inclusion is practiced.

Equal Opportunity Employer
This employer is required to notify all applicants of their rights pursuant to federal employment laws. For further information, please review the Know Your Rights notice from the Department of Labor.