

THE CATHOLIC UNIVERSITY OF AMERICA

Assistant Director, Enrollment Services, Business Services (full-time, 35 hours/week)

Enrollment Management

Position 101999

Position Summary: Manage the daily operations of Enrollment Services processing team including team leadership.

Essential Responsibilities Include: Responsible for ensuring the completion of all daily functions related to the processing team. Develop a work environment that promotes mutual collaboration and continuous learning and development for all team members. Responsible for maintenance of business rules in the student administration system related to student financials, registration and records. Responsible for data auditing of student financials and student records processes as well as proactive trouble shooting, as necessary. This includes the writing of PeopleSoft queries and working with Technology Services as a functional liaison. Coordinate the master calendar of processing activities and deployment of staff to meet deadlines and priorities related to business functions such as: Academic calendars, term and session dates and rules, refund calendars; Billing (including tuition calculation, billing statements and e-commerce integration); Student refunds; Transcripts; Graduation-related functions (diploma applications and production, degree postings); Grade changes; Status changes (withdrawals, LOA, suspensions); Historical student record entry and corrections; Scanning/imaging of student academic and financial records. Ensure compliance with all university policies and federal and District of Columbia regulations for all processing functions. Coordinate and oversee major projects in processing area. Support the director in developing and updating training materials, facilitate training of the processing team and other university personnel. Develop performance metrics for all processing functions and perform regular outcomes reviews to verify conformity with established standards. Establish corrective measures as necessary. Assist in prototyping, implementing, and testing of systems solutions and testing of regular system patch applications. Document business, task, and workflow processes.

Minimum Qualifications: A Bachelor's degree with at least three (3) to four (4) years working with integrated administrative processing systems. One (1) to two (2) years team leadership and experience with team development. Understand strategic potential of technology and incorporate new technologies. Functional understanding of student administrative system, student access systems, campus wide networks and desktop systems. Advanced knowledge of student services policies and procedures regarding student accounts, loans, credit and collections, academic services, and first year experience.

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 101999 in subject line of email. Please do not include photos on resumes and save documents with first/last names. All applicants must be supportive of the mission and vision of *The Catholic University of America*. Position is open until filled.

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