



Assistant Director of Center Operations INTO Suffolk

Partner Background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and supportive learning environment allowing them to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 25 universities in the US, United Kingdom and Asia, including Oregon State University, University of South Florida, Colorado State University, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Washington State University, and Hofstra University.

Suffolk University, located in historic downtown Boston, with an international campus in Madrid, is a student-centered institution distinguished by excellence in education and scholarship. [Suffolk University](#) offers a wide range of undergraduate and graduate programs in more than 90 areas of study. A Suffolk experience provides students with experiential and transformational learning opportunities that begin in the center of Boston, reach across the globe, and lead to extraordinary outcomes for its graduates.

Reporting line

This position will report directly to the Executive Director. In addition, there is functional responsibility to the Director of International Admissions and Director of the Application Processing Center.

Job overview

The Assistant Director of Operations is responsible for the oversight and direction of the admission and enrolment processes for INTO Suffolk University. This position, under the direction of the INTO Suffolk Executive Director, develops and implements policies and procedures supporting student success, budgetary goals and objectives that are consistent with INTO Suffolk's enrollment goals. This position will play a lead role in ensuring student satisfaction and overcoming barriers to success by analyzing complaints, concerns and suggestions and providing appropriate follow-through with relevant departments. The Assistant Director of Operations will work strategically with the INTO North America's US Partnership Admissions and the Suffolk University Admissions department. In addition, this position will facilitate cooperative and collaborative community and institutional relationships with Suffolk University partner stakeholders.

Key accountabilities and duties

This is a valued role in a growing, dynamic organization, so the responsibilities will develop and change over time but will include the following:

- Manage, develop, and continually evaluate admissions and enrollment processes in Center in a timely manner while maintaining appropriate standards and following established application and admissions procedures. Responsible for making effective and critical changes and decisions that positively affect the Center in regard to admissions, enrollment operations.
 - Work closely with INTO Suffolk staff to ensure successful delivery of the enrollment process from registration through progression,

establishing work flows and policies, navigating pitfall's, and problem solving logistical issues with university partners.

- Manage INTO-sourced direct entry applications to the university. Serve as primary point of contact, develop and improve processes to support INTO Suffolk participation in direct entry initiatives:
 - Partner with USPA, IT and DE teams with the reconciliation of INTO sourced direct entry applications when necessary.
 - Lead and collaborate with IT/DE to reconcile any DE enrolments the systems would have not picked up at the application stage.
 - Support Marketing and IT with the DE data collection and the associated time frames (as part of the annual rollover process).
- Lead, develop and manage the flow of information between the academic, student services, learning resource center, admissions, and finance teams.
- Ensures competency of center operations through the development and/or improvement of standard operating procedures. Create efficiencies throughout the Center operational processes to ensure cohesion and effectiveness for all Center staff.
- Reviews and evaluates existing procedures and technical processes in office areas, and drafts proposals of new ones, to improve staff efficiency and service.
- Sustain effective working relationships with stakeholders, including but not limited to the INTO SUFFOLK Center, the SUFFOLK campus, INTO global sales and marketing staff, INTO North America partners, applicants, students, agency representatives, and sponsoring agencies.
- Oversee, maintain, and manage assessment methodologies in conjunction with USPA and Suffolk University to ensure partnership admissions is transparent, up to date, and relevant.
- Collaborate with Marketing and Recruitment to support student conversion rates from potential inquiries through good relationship management with key stakeholders in collaboration with APC at INTO North America.
- Work closely with the INTO Suffolk University Systems Integration Manager and relevant personnel on system problems and their resolution, while managing and ensuring consistent reporting of data.
- Manage and coordinate all Center operations related to admissions and registration. Support the flow of information between the academic, student services, learning resource center, admissions, and finance teams.
- Oversee assigned positions within the team, including hiring, performance management, termination, assigning work, monitoring progress, and resolving problems.
- Other duties as assigned.



Location

This position is located in Boston, MA at INTO Suffolk University.

Qualifications and Experience

Minimum

- Master's degree, and a minimum of four years' experience in managing and coordinating academic and administrative operations
- Experience using data systems for analysis
- Demonstrated project management experience
- Supervisory experience
- Understanding of international admissions and enrollment procedures
- Eligibility to work in and travel freely to and from the U.S.

Desirable:

- Experience living and/or studying abroad
- Supervisory or management experience
- Demonstrated commitment to promoting and enhancing diversity
- Proficiency in second language other than English
- Knowledge of student information systems such as Banner, PeopleSoft, and/or Colleague

Skills and Abilities:

- Demonstrated ability to develop and maintain effective working relationships
- Demonstrated ability working as a productive member of a large team
- Ability to lead and motivate an admissions team in a fast-paced work environment
- Possess advanced critical thinking skills to make operational decisions and innovate processes.
- Excellent interpersonal, oral, and written communications and organizational skills
- Computer and electronic communication literacy

Application Deadline

Please submit your application before January 29, 2021.

How To Apply

Click the following link to submit your CV and resume:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&ccld=19000101_000001&jobId=399525&source=CC2&lang=en_US

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applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.



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