



Operations Coordinator, Direct Entry

Company Background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 20 universities in the US, UK and Asia, including Oregon State University, University of South Florida, George Mason University, Drew University, Saint Louis University, University of Alabama at Birmingham, Suffolk University and Hofstra University.

Job Overview

The primary responsibility of this role is to help support Direct Entry performance through the management of the Direct application process and tracking student enrollments.

The Operations Coordinator for Direct Entry will be responsible for overseeing the process and administration of applications submitted via our university partner websites, following up for incomplete information, and managing student enrolment data on an ongoing basis. The incumbent will need to be organized, highly collaborative & build strong relationships within the team and with stakeholders across multiple departments to deliver business goals.

Key Responsibilities

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

Application Process:

- Oversee the processing of counsellor submitted Direct Entry Waiver (DEW) forms to review for completeness and accuracy
- Utilize Salesforce (SF) to update application records and manage workflow according to the DEW lifecycle
- Work with regional teams to follow up with enrollment counsellors to obtain missing or correct information
- Monitor the university process to ensure that application records are matched and recorded in Salesforce and follow up with the University admissions team for missing records
- Work with central admissions teams to help follow up with the University partners for missing information, to allow for lead to application conversion
- Resolve challenges with unmatched application records as needed
- Track applications submitted via DEW and maintain a record of the results of the application
- Following each academic period, perform a quality assurance check between confirmed enrollments and the DEW records to ensure that applications, offers, and enrolments are properly reported in our MIS reporting system

Enrolment Data Management:

- Assist with the enrollment validation process to allow for finance to prepare invoices and pay agent commissions
- Ensuring New Student Enrolment (NSE) data is recorded in SF/MIS in a timely manner to support business analysis, supported by a clear process and timelines across all operating divisions
- Ensure MIS enrolment / NSE data is accurate for all students and reporting periods at all times



General:

- Respond within 24 hours to all non-urgent requests for information or assistance
- Build positive, healthy, and supportive relationships which support successful collaboration within the business unit and INTO network
- Participate in additional initiatives as required

Qualifications & Experience

Essential:

- Bachelor's degree or equivalent professional experience
- Ability to think creatively and adapt within a rapidly evolving organization
- Ensure high quality of data and documents received throughout the application process
- Ability to quickly build relationships with various internal and external stakeholders
- Work effectively in a team environment in a collaborative manner to deliver strong results
- Must be able to demonstrate strong computer and data entry skills
- Demonstrate strong organizational skills with an extremely high attention to detail and data accuracy.
- Effective communication skills with a professional demeanor
- Cultural awareness and sensitivity
- Eligibility to work and travel domestically

Desirable:

- Experience with international student recruitment and/or admissions
- Familiarity with Salesforce
- Intermediate or better knowledge of Excel

Reporting Line

This position reports directly to the Vice President Global Operations, Direct Entry.

Compensation & Benefits

This is a full-time position.

INTO takes care of their employees and ensures they are well and thrive with a comprehensive benefits package which includes:

- Health Benefits
 - Medical
 - Dental
 - Vision
 - Life insurance
 - Short and Long-term Disability
 - Flexible Spending Accounts
- Generous paid time off (PTO) – starting at 22 days/year
- 11 paid holidays annually
- Paid Volunteer days
- 401(k) retirement plan – up to a 6% company match
- Educational assistance
- Wellness rewards and programs
- Two robust employee assistance programs



- LinkedIn Learning/ professional development

Location

This is a largely remote position. There is opportunity to work remote from any of the below states in which INTO operates, although Florida or the East Coast is preferred. Occasional travel within the US and globally may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working.

- Arizona
- Alabama
- California
- Colorado
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Kentucky
- Maryland
- Massachusetts
- Minnesota
- Missouri
- Montana
- New Jersey
- New York
- North Carolina
- Oregon
- Pennsylvania
- Texas
- Virginia
- Washington
- Washington DC
- West Virginia

How to Apply

- Please click the following link to apply:
https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&ccId=19000101_000001&jobId=432040&source=CC2&lang=en_US

Note:

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and



local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.

California Residents: Please review our CCPA Notice - <https://www.intoglobal.com/media/elk14wvp/into-applicant-privacy-notice-ccpa.pdf>