



JOB TITLE: Operations Director (San Jose Campus)
DEPARTMENT: San Jose
SUPERVISOR: Vice-Provost
FLSA STATUS: Exempt

MAJOR PURPOSE:

The Operations Director will provide leadership and direction for the day to day oversight and administrative responsibilities regarding the businesslike operation of the San Jose Campus in accordance with University mission and policies. This individual will strategically focus recruitment, retention and operational resources on long term enrollment building projects and provide representation (in conjunction with the Dean of the San Jose campus) of San Jose Campus offerings and interests to area institutions and corporations for the purpose of developing and providing high quality educational services. In addition, this role will supervise all San Jose Campus recruiting personnel and collaborate with the Marketing Department to achieve enrollment goals.

ESSENTIAL FUNCTIONS:

1. Ensure sufficient cohort size for all programs through effective oversight of recruitment & enrollment operations including lead generation, lead follow-up, and retention coordination.
2. Effectively coordinate with the Marketing Department to ensure effective marketplace messaging accomplishing the goals of the marketing plan for the San Jose campus.
3. Open doors to create partnerships with area corporations/organizations whereby we utilize our educational capabilities to tailor offerings to meet their educational needs.
4. Coordinate and capitalize on the relationships that TLH is building with area community colleges.
5. Coordinate and follow-up with GEG regarding international student enrollment, service, and internships.
6. In collaboration with the Dean of the San Jose campus, develop and implement a business plan.
7. Manage effective overall operation of the San Jose Campus including forecasting, budgeting, reporting, and management of overall internal recruiting/retention related processes and procedures.
8. Provide administrative team leadership; perform the role of developmental coach to all direct reports; ensure that all team employees are properly developed by their direct supervisors.

Professional Responsibilities:

1. Remain professionally active in developments within the fields of management, leadership, management technology, and adult education.
2. Participate in staff development, training events, and outside meetings as negotiated with your supervisor.

Additional Responsibilities:

1. Collaborate with the Academic Dean on the development of new delivery models, mediated instructional packages and off-site learning opportunities.
2. Perform other duties as assigned by the Vice Provost.

QUALIFICATIONS:

EDUCATION/CERTIFICATIONS:

- Master's degree in relevant field

REQUIRED KNOWLEDGE:

- A balanced work history within higher education and industry is preferred

- 5 years organizational leadership experience
- Adult education learning styles and delivery methods (a significant plus)

SKILLS/ABILITIES:

- Commitment to work in a Christian liberal arts institution
- Ability to prepare and manage department budgets
- Ability to communicate effectively with students, staff, faculty, and administration
- Demonstrated analytical, problem solving and detail skills
- Excellent oral, written and interpersonal skills
- Technology literacy: for example - spreadsheets; CRM's

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date