



Announcement of Position Vacancy
MANAGER of ENROLLMENT OUTREACH and SCHOLARSHIPS

SUMMARY: The Manager of Enrollment Outreach and Scholarships is responsible to the Assistant Director of Admissions/Social Media and Conversions for leadership and management of the outreach team, the admissions outbound calling campaigns and the management and oversight of the university's Freshman/Transfer merit scholarship program. The team's goal and purpose is to enhance the conversion of interested prospective students by providing "real time" and quality/relevant information about the university through creative outreach practices. The manager develops and implements engagement plans with students as they progress through the admissions funnel and creates, manages, and tracks outreach initiatives. The outreach teams are responsible to receive, filter and respond to incoming calls and chats and ensure students get accurate answers to their questions. Also responsible for administering the merit scholarship program in Recruiter (CMU's campus recruitment module) and to communicate with counselors regarding changing scholarship trends and updates. Maintains communication with prospective students on how to appeal awards and scholarship adjustments based on updated application information. Assures that the team operates in a manner that respects the culture of the university.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties as assigned.

- Leads, directs and supervises a team of outreach representatives whose primary responsibilities are to engage with prospective students who are inquiring about CMU and convert these students to the interest phase of the enrollment process. This includes follow up with all prospective students.
- Participates with enrollment team members to make certain that outreach activities integrate effectively and efficiently with the entire recruitment communication flow
- Leads the planning and budgeting for the outreach center.
- Utilizing excellent customer service skills and problem solving techniques, this manager counsels, interviews, and provides information to the outreach staff and prospective students about Colorado Mesa University, including the application process, transcript requirements, ACT/SAT scores, completed applications and related fees; responds to varied inquiries.
- Oversees the daily activities of the outreach team, including hiring, training, directing and monitoring to ensure quality and compliance in all operations and interactions.
- Creates, maintains and reports qualitative and quantitative outreach data necessary to analyze the progress of the team in comparison to agreed upon goals. Takes the appropriate steps to correct problems and maximize opportunities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

REQUIRED:

- A baccalaureate degree from an accredited institution
- Minimum of three years of relevant experience in higher education or outreach center management
- Proficiency in Microsoft Office Suite and multiple social media platforms
- Excellent interpersonal, oral and written communication skills, internal and external customer service skills and problem solving techniques
- Ability to produce reports, procedure manuals and business correspondence
- A valid driver's license
- Ability to respond effectively to the most sensitive inquiries or complaints
- Ability to make effective and persuasive presentations on controversial or complex topics to students, parents, faculty and community members
- Must be a team player who is willing to tackle the unexpected, embrace change and work cooperatively in situations that include diverse groups of students, staff and community members

PREFERRED:

- Progressive professional experience in the area of higher education or related services
- Demonstrated experience in integrating issues relating to management and recruiting
- Experience in Ellucian, Recruiter, Banner or similar software systems

Colorado Mesa University is particularly interested in candidates who have experience working with students from diverse backgrounds and who have a demonstrated commitment to improving the levels of access and success for underrepresented students within higher education.

TYPE OF APPOINTMENT: Full-time administrative appointment.

SALARY: Commensurate with education and experience. Excellent health and retirement benefits package.

APPLICATION DEADLINE: Open until filled. To ensure consideration, complete applications must be received by January 9, 2017.

APPLICATION:

Submit a cover letter describing qualifications and experience as they relate to the specific requirements, responsibilities, and preferences of this position, current resume, a copy of transcripts for all degrees completed (official transcripts will be required upon hire), the names, phone numbers and e-mail addresses of three professional references, one of whom is a current or previous supervisor, and the following completed forms:

- Applicant Authorization to permit Search Committee members to review candidate transcript
- Applicant Authorization and Release to Conduct Reference and Background Check form

Voluntary Affirmative Action form

Email to: CMUJobs@coloradomesa.edu. *Please put the search name in the subject line to ensure that your materials are forwarded to the appropriate search file. Electronic application materials must be submitted as a .pdf or Word document (no size limit). Electronic materials submitted in any other format will not be accepted. Please do not copy and paste application materials into the body of your email; send materials as attachments.*

Or mail to:

Manager of Enrollment Outreach and Scholarships Search Committee
Human Resources, LHH 237
Colorado Mesa University
1100 North Avenue
Grand Junction, Colorado 81501-3122
Phone: 970 248-1820

Colorado Mesa University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial and/or motor vehicle history. Applicant must be able to verify U.S. employment eligibility. Colorado Mesa University is an Equal Opportunity Employer, committed to a culturally diverse faculty, staff and student body. Women and minorities are encouraged to apply.

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