Enrollment Manager
INTO New York at Drew University

Company background
INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 19 universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University and Drew University.

Drew University is a private, liberal arts university located in Madison, N.J., just 29 miles west of New York City. Ranked among the top liberal arts institutions nationwide by U.S. News & World Report, Forbes and Washington Monthly, Drew is also listed in Princeton Review’s Best 378 Colleges. Drew has a total student enrollment of 2,019 in three schools: The College of Liberal Arts, the Caspersen School of Graduate Studies and the Drew Theological School. The undergraduate program offers degrees in 30 different disciplines, while Caspersen and the Theological School offer degrees at the masters of arts and doctorate levels.

Job Purpose
The Enrollment Manager is responsible for the oversight and direction of the admission and enrollment processes for INTO New York at Drew University. This position, under the guidance and support of the INTO Director of Student Experience, develops and maintains relationships with key internal and external stakeholders to assist students and enhance their experience in applying and being admitted to INTO New York at Drew University. The Enrollment Manager will work in collaboration with the INTO North America Application Processing Center and the Drew University Admissions department.

Reporting Relationship
This position will report directly to the Director of Student Experience and works closely with the Drew University Director of Admissions.

Key Responsibilities
The responsibilities of this position may change and develop over time, but will include the following:

• Optimize student satisfaction and academic success through the development and improvement of enrollment processes, and seamless progression and transition processes
• Work closely with INTO New York at Drew University staff to oversee enrollment process from registration through progression.
• In conjunction with APC (Application Processing Center) INTO North America, will work closely to oversee application process in Center, following all established applications and admissions procedures for INTO University Partnerships and Drew University
• Develop effective working relationships with stakeholders, including but not limited to the INTO New York at Drew University Center, INTO global sales and marketing staff, INTO North America staff, applicants, students, agency representatives, and sponsoring agencies.
• Work with INTOn Manager of Marketing and Recruitment to assist with various projects as required, including circulation of updated entry requirements, communications, payments, etc.
• Optimize student conversion rates from potential inquiries through good relationship management with key stakeholders in collaboration with APC North America.
• Implement processes and procedures for INTO New York at Drew University admissions and enrollment as determined by the Director of Student Experience, in collaboration with Director APC INTO North America and the Drew University Director of Admissions
• Liaise with technical staff on information systems processes and procedures and work closely with the INTO New York at Drew University I.T. Manager on system problems and their resolution. Work closely with the INTO New York at Drew University I.T. Manager and relevant personnel to ensure consistent reporting of data
• Oversee registration for INTO New York at Drew University programs in collaboration with relevant academic and administrative teams. Manage and coordinate all Center operations related to admissions and registration. Support the flow of information between the Academic, Student Services, Learning Center, and Admissions and Finance teams.
• Ensure that accurate and relevant management information is collated and is available to key stakeholders in a timely and effective manner.
• Assist with the distribution of commission payments where required.
• Supervise assigned position within the team, including hiring, assigning work, monitoring progress, and resolving problems.
• Other duties as assigned

Qualifications and Experience

Essential:
• Bachelor’s degree, and a minimum of four years’ experience in managing and coordinating academic and administrative operations plus prior management or supervisory experience
• Experience with international admissions
• Eligibility to work in and travel freely to and from the U.S.

Desirable:
• Master’s degree in related field, i.e. international or student affairs
• Experience living and/or studying abroad
• Demonstrated commitment to promoting and enhancing diversity
• Proficiency in second language other than English
• Experience using data systems to generate reports
• Knowledge of Banner and/or SalesForce

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 high-paced work environment
• Excellent interpersonal, oral, and written communications and organizational skills
• Computer and electronic communication literacy

Location
This position is based at Drew University, located in Madison, NJ.

How to Apply
To be considered for this position, please follow the link below and submit your cover letter, resume AND references to https://home2.eease.adp.com/recruit/?id=11635272. PLEASE NOTE: YOU WILL ONLY BE ABLE TO UPLOAD A SINGLE DOCUMENT, SO BE SURE TO INCLUDE ALL YOUR PAGES TOGETHER AS ONE UPLOAD. ONCE YOU HAVE SUBMITTED, YOU WILL NOT BE ABLE TO GO BACK AND EDIT OR REAPPLY.

Salary
Commensurate with experience.

Application Deadline
Open until filled.

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.

In order to enrich education through diversity, Drew University is an AA/EOE. In accordance with Department of Homeland Security regulations, the successful applicant must be authorized to work in the United States.