

Catholic Theological Union Employee Position Description

Position:	Advancement and Enrollment Operations Manager
Supervisors:	Director of Development and Director of Enrollment Management
Hiring Administrators:	Director of Development and Director of Enrollment Management
Category:	Administrative Staff, Full Time
FLSA Classification:	Exempt

The Advancement and Enrollment Operations Manager serves as multi-dimensional support to the Admissions, Financial Aid and Development Departments. The primary function will be data management using several database systems and providing insights into optimal system protocols. Administrative support also includes standard clerical tasks, including data entry and details of office management.

Key areas of responsibility:

Development and Marketing teams work in tandem with the Enrollment Management team to advance the institution's goals: To attract students as well as develop understanding and support among the various constituencies of the institution to secure the resources required to fulfill CTU's mission. The Operations Manager will serve as the bridge to integrated data management.

Admissions Data Management

- Serve as the school's Student Information System Administrator (Jenzabar SONIS).
- Provide department support for all functions associated with the current Contact Management System (eTapestry) and Student Information System (Jenzabar SONIS) by entering prospective student information, query information, and other tasks related to overall database functioning and management.
- Track applicant status in SONIS and generate reports from SONIS and eTapestry for Director of Enrollment as needed.
- Develop and analyze data reports for enrollment, academics and other departments as needed and approved by the Director of Enrollment Management
- Assist with management of inquiry communications as approved by the Director of Enrollment Management.
- Other duties as assigned by the Director of Enrollment Management.

Financial Aid

- Receive and process financial aid and scholarship applications.
- Track student incomplete and/or changing financial aid profiles.
- Manage scholarship funds and ensure available amounts are up to date in collaboration with Development and Business Office.
- Facilitate annual thank-you letters between scholarship recipients and donors

- Reconcile utilized scholarship funds with scholarship offers each term.
- Participate in scholarship committee meetings and prepares documents for scholarship committee review.
- Serve as CTU point person in communication with third party student loan processors.
- Serve as a liaison with the Business Office on scholarship distributions.
- Maintain NSLDS (National Student Loan Database).
- Serve as the primary School Certifying Official (SCO) for Veterans Benefits and compile the yearly catalog request for VA certification.

Development

- Maintain database records (students, donors, faculty, staff, friends, etc.) by actively and proactively updating addresses, mail codes, graduation status, constituency codes, etc. in CRM (eTapestry)
- Monitor the integration of eTapestry with Mail Chimp, our eMarketing platform via Zapier, our third-party API
- Upload data from online WordPress forms (RSVPs, registrations).
- Manage the gift-entry and donor stewardship process.
- Generate and mail printed acknowledgements for all donations, modifying and personalizing when appropriate.
- Track communication with donors and friends, their participation in programs and events, and other items of note.
- Run donation activity reports and reconcile with the Business Office.
- Track registration materials and payments for biblical trips and take the lead on accounting and reconciling with the business office on Bible Land trips.
- Generate year-end tax statements for donors.
- Keep all database constituencies current (students, donors, faculty, staff, friends, etc.) by updating addresses, mail codes, graduation status, constituency codes.
- Prepare donor lists for publication.
- Prepare annual *Association of Theological Schools* data reports.
- Organization of Bible Land trip participant materials and lists.
- Maintain a schedule of foundation grant proposal deadlines for department.
- Work collaboratively with other CTU departments on joint initiatives including Commencement, enrollment events, career services and other departments as required.
- Monitor CTU's website and suggest regular content updates.
- Other duties as assigned by the Director of Development.

Qualifications:

- 2-3 years relevant work experience, and bachelor's degree preferred.
- Excellent customer service skills including strong verbal and written communications skills.
- Highly organized work habits.
- Data management and analysis skills required.
- Must be adaptable, flexible, able to prioritize and respond effectively to multiple demands.
- Capable of analytical and creative thinking, learning and problem solving.
- Must be able to work in a collaborative environment with the ability to work with multiple populations and divisions in higher education.

- Proven attention to detail and able to work independently.
- Demonstrable knowledge of Microsoft Office Suite, mail merge and Excel in particular.
- Successful work in a CRM, SIS (SONIS from Jenzabar), and eTapestry desirable, but not required.
- Ability to practice discretion in sensitive matters
- Dedication to adhering to CTU's diversity statement and collaborating within a diverse and inclusive environment
- Must demonstrate an appreciation for CTU's Catholic context and particular mission.

Catholic Theological Union is an Equal Opportunity Employer and provides equal employment opportunities to all candidates without regard to race, traits associated with race, color, religion (except where religion is a bona fide occupational qualification for the job), national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected characteristics. Applications from members from racially and ethnically underrepresented groups are encouraged. Catholic Theological Union is committed to providing reasonable accommodations, as required by law.