Position: A08995

Date: 09/17/18

Title: Assistant Director of Online Education

Department: Graduate School of Education

Responsibilities:

- Develop, evaluate and oversee new and existing administrative systems and procedures; monitor and evaluate success and sustainability including quality assurance, customer service, and effectiveness. Use technology to create efficient scalable systems. Develop procedure manuals and continually innovate to improve processes.
- Develop and implement day-to-day administrative systems, policies and procedures to ensure timely completion of administrative tasks and effective communication between faculty, staff, students and various administrative offices across the school.
- Maintain departmental archives of documents, reports, library, media assets, etc and supply data to leadership as needed.
- Maintain the departmental calendar and workflow procedures in regards to that calendar. Collect and analyze data to monitor, inform and improve upon processes.
- Provide assistance to the Director with new projects, strategic administrative planning, executing initiatives and maintaining operational resources.
- Support the planning and execution of events, workshops and professional development for faculty, staff and students at any campus location including online and abroad.
- Gather data, conduct research, prepare documents, reports, info graphics, and ppts for school-wide and university-wide presentations by the department and/or senior leadership.
- Serve as the operations project lead and manage the administrative support for the division; set project scope and requirements, establish goals and schedules, allocate resources, oversee end-to-end workflow, and manage temporary support staff.
- Support the management of departmental budget; provide the Director with expense projections; revise, monitor, and control departmental expenses.
- Communicate with the Director and the senior administrative offices to resolve problems; identify areas of concern, make recommendations, execute solutions.
- Recommend and implement changes to policies and procedures that negatively impact faculty, students and/or administrative staff and the divisions ability to deliver successful online programing.

Course, faculty and student support responsibilities:

- Execute all course management needs; including setting course schedules, loading courses and sections into Banner, bulletin updates, and registration procedures.
- Manage the assignment of course sections to teaching faculty. Work with Course Coordinators to ensure the effective delivery of the online program.
- Support the Director in the administrative on-boarding of new faculty and students to the online program.
- Support the preparation and delivery of essential online program materials for faculty and students; including schedules, calendar, handbooks, technical materials, training, university and school-wide policy and procedures.
- Manage a communication strategy for new and continuing faculty that supports academic excellence across the semester life cycle. Manage a communication strategy for new and continuing students; including program information, registration, calendar, deadlines, training, events, graduation requirements, etc.
- Serve as point of contact for student issues and concerns. Respond to inquiries, support administrative advisement, manage student records, resolve problems. Escalate tier 2 level issues to the Associate Dean. Coordinate with administrative departments to support student needs.

Additional responsibilities:

- Develop and maintain relationships with academic leaders, staff and faculty members. Coordinate work with internal units, external groups, university resources and third-party vendors.
- Supervise office support staff, administrative consultants and student employees to support the overall functions of the department, prioritizing work in accordance with department’s critical needs and deadlines.
- Attend meetings as required. Serve as a member to a variety of committees.
- Keep abreast of new technologies and innovative use of tools, including operational tools, project management, and online technologies.
- Support the evaluation of vendors, archive vendor contracts, track renewals, maintain communications with representatives, and report progress to the Director.
- Other duties as required and assigned.

Qualifications:

- Master’s degree
- 3-5 years of administrative operations experience. Personnel management, customer service and budgeting preferred.
- Technical proficiency in software applications such as Microsoft Word, Excel, Google spreadsheets, etc
- Function independently and as part of a team in a complex environment
- Strong organizational skills, self-motivated and detail-oriented
- Possess clear, effective, and diplomatic written and oral communication skills
- Ability to demonstrate sound judgment and initiative in solving problems
- Must be able to deal effectively with changes in priorities, unexpected events or unanticipated demands
- Successful candidates should have a knowledge of and commitment to the goals of Jesuit Education

Start Date: ASAP

Salary: Commensurate with experience

Send resumes to: Dr. Anthony P. Cavanna, acavanna@fordham.edu with a copy to Tami Masson, masson@fordham.edu; Subject Line: Associate Director of Online Learning

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