

Assistant Director of Online Operations
Marian University

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Downloaded On: Nov. 21, 2024 9:52am

Posted Nov. 5, 2024, set to expire Mar. 7, 2025

Job Title Assistant Director of Online Operations
Department Online Programs
Institution Marian University
Indianapolis, Indiana

Date Posted Nov. 5, 2024

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Administration - General

Job Website <https://marian.rec.pro.ukg.net/MAR1500MNUI/JobBoard/fde73847-46d9-4c8a-924e-a28b5c630bfc/OpportunityDetail?opportunityId=71bf6919-130b-4f5b-8cd5-0ce98705b3a3>

Apply By Email

Job Description

Job Details

Description

As a part of a diverse community of faculty and staff who represent many faith systems and worldviews, Marian University seeks an Assistant Director of Online Operations to promote our Catholic Franciscan mission and identity by supports a positive online student experience and is responsible for the student success initiatives and connectivity to the university. Assistant Director of Online Operations is responsible for the overall administrative operations of online and continuing education at Marian University. Assistant Director of Online Operations is responsible for developing, facilitating, and assessing a proactive and holistic advising model to guide online students from orientation through graduation. Additionally, is the liaison for the unit, programs and learners with

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internal campus partners, such as registrar, business office, financial aid, and enrollment management. Assistant Director of Online Operations oversees the program and course set up for our online degree programs.

Essential Duties and Responsibilities:

* Actively engage the Catholic Franciscan mission and identity of Marian University by modeling the Franciscan Sponsorship Values and honoring the legacy of the founding congregation through transformative education, unity in diversity, leadership through service, integrating faith and life, and institutional policies.

Academic Management – In coordination with the Academic Dean and the Office of the Registrar, creates the online programs yearly infrastructure calendar and the student calendars. Creates the online Schedule of Courses. Informs the Registrar's Office if courses were input incorrectly. Loads the online adjunct faculty into Colleague every semester, and then again, as changes occur. Works with TLC and IT staff members to ensure that student registration in Colleague and Canvas match. Monitors enrollment numbers and disseminates enrollment information to staff. As needed, coordinates the cancelling and splitting of classes and courses sections. Ensures that courses are load balanced.

* Student Success – Oversee the online student services specialist and advise online degree-seeking students as needed. Ensures that staff members provide excellent customer service. Provides supervision and guidance in maintaining the policies and standards of online and Marian University. Generates and recommends policies and procedures changes as necessary. Oversees program changes and ensures that the online forms reflect those changes. Manages daily operations and maintenance of online student and academic plans.

* Internal Relations – Fosters positive working relationships including collaboration with the college's central operations. Prepares and submits reports as needed or requested. Attends meetings, coordinates projects, and serves on college committees as assigned. Notifies the AVP of Online Programs of any situations that arise which may jeopardize or negatively impact the goals and objectives of the program. Supports and collaborates with Executive Director of Online Innovation and Associate Director of Online Recruitment and Partnerships.

* External Relations – Understands the Marian University relationship with OPM and works with the site directors regarding the ABSN pre-requisite and co-requisite courses. Attends Registration Day. Provide enrollment reports as needed. Ensures that the Marian University identity and mission are appropriately relayed to students via Canvas. Responsible for the OPM billing. Prepares the Authorization to Invoice for every term and session and ensures the completion of the PO.

Required Qualifications:

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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 functions.

Bachelor's degree from a four-year college or university is required; Master's degree is highly desirable. Management experience is necessary as is experience working in non-traditional educational programs.

The Assistant Director should have:

- * Attention to diverse needs of faculty and students, and ability to exercise sound judgment. Demonstrated capacity to think strategically and execute tactically. * Must be able to practice creative problem-solving and respond well in a fast-paced, continually evolving environment. Excellent written and verbal communication skills, as well as organizational, problem-solving, and conflict-resolution skills.
- * A capacity for leadership, initiative, and timely follow-through with a minimum of direct supervision in a competitive marketplace.
- * A working knowledge of and experience in fiscal / budgetary management.
- * Dedication to offering superior customer service and a consistently positive student online learning experience.
- * Familiarity with marketing, enrollment management, and/or student affairs in online education.
- * An entrepreneurial spirit including a proven record of accomplishment in program start-up and development.
- * A commitment to Marian University's mission and vision.

Strong time management skills, strong computer skills, and analytical abilities are needed for this position. In addition, the ability to:

- * Demonstrate self-motivation.
- * Work with minimal supervision and maintain confidentiality of office and student information.
- * Demonstrate and like working with minutiae.
- * Articulate issues and policies, negotiate, foster consensus, and solve problems. Gather and evaluate data and make sound decisions.
- * Handle multiple responsibilities and work in an environment of constant deadlines, frequent interruptions and pressure. Recall varied and complex information.
- * Exercise critical thinking skills to determine the best use of resources for reaching departmental goals



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to support the university's mission.

Essential Functions:

Work hours necessary including hours on evenings and weekends to advise students and to perform job requirements satisfactorily on a regular basis. Manage absence from work in responsible manner to ensure service to students, work teams, and coworkers is still met. Comply with Marian University policies and practices and seeking clarification of them when necessary.

Review of applications will begin immediately and continue until the position is filled.

For Consideration All Applications Require:

- * Cover Letter
- * Current resume or CV
- * Contact information of three professional references. The reference contact information must be entered after the application is submitted in the "My Presence" section of the applicant profile.
- * Responses to the supplementary mission & identity questions.

Please Review Marian University's Mission & Identity Statement before responding to the supplementary questions on your application:

<https://www.marian.edu/faith>

Marian University is an Equal Opportunity Employer. All individuals, including minorities, women, individuals with disabilities, and veterans are encouraged to apply.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact