

Director of Enrollment Operations
Old Dominion University

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Posted Oct. 29, 2025, set to expire Feb. 27, 2026

Job Title Director of Enrollment Operations
Department DL ONLINE COURSE DEVELOPMENT
Institution Old Dominion University
Norfolk, Virginia

Date Posted Oct. 29, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Enrollment Management/Registrar

Job Website <https://jobs.odu.edu/postings/24621>

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Job Description

Job Summary

The Director of Enrollment Operations leads a significant operational infrastructure to help drive ODU's enrollment success. This role is responsible for building and leading an Enrollment Operations team that will oversee an enrollment contact center, transfer evaluation services, and prior learning assessment. The Director helps ensure a seamless, efficient, and compliant experience from inquiry to graduation, driving process improvements that enhance the student experience and student success.

Reporting to the Assistant Vice President of Enrollment Optimization, this position works in close partnership with Enrollment Management teams to ensure that operational activities align with strategic goals and deliver a high-quality student experience.

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Position Type

FullTime

Type of Recruitment

General Public

Minimum Qualifications

- ***Master's Degree in a related field of study required.***
- Demonstrated expertise in contact center operations and/or prior learning assessment within a higher education environment.
- Proven ability to lead high-performing teams, manage process change, and scale services for college/university students.
- Excellent written and verbal communication skills required.
- Basic computer skills required (word processing, spreadsheets, etc.).
- Demonstrated ability to manage multiple deadline and sensitive assignments.
- Ability to work with diverse populations
- The position is mostly remote but requires a willingness to travel to campus and conferences as needed.
- Minimum of 7-10 years of progressive experience in enrollment services, advising, student success, or higher education operations, preferably within an online or higher education environment.

Contact Information

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

Contact