

Director of Graduate Admissions Operations  
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=268378>

Downloaded On: Nov. 17, 2025 5:59pm

Posted Nov. 17, 2025, set to expire Mar. 30, 2026

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|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>            | Director of Graduate Admissions Operations                                                                                                                                              |
| <b>Department</b>           | Office of Graduate Admissions                                                                                                                                                           |
| <b>Institution</b>          | Tufts University<br>Medford, Massachusetts                                                                                                                                              |
| <b>Date Posted</b>          | Nov. 17, 2025                                                                                                                                                                           |
| <b>Application Deadline</b> | Open until filled                                                                                                                                                                       |
| <b>Position Start Date</b>  | Available immediately                                                                                                                                                                   |
| <b>Job Categories</b>       | Director/Manager                                                                                                                                                                        |
| <b>Academic Field(s)</b>    | Graduate Education<br>Business & Administration<br>Admissions/Financial Aid                                                                                                             |
| <b>Job Website</b>          | <a href="https://jobs.tufts.edu/jobs/22575?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/22575?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a> |

**Apply By Email**

**Job Description**

## Overview

The Office of Graduate Admissions supports the enrollment objectives of the Graduate School of Arts and Sciences and the School of Engineering at Tufts University. Graduate Admissions supports the Deans of each school, and members of the faculty, on the coordination of all aspects of graduate student recruitment, application management, and marketing and communications. Graduate Admissions processes more than 7,500+ applications annually to 30+ departments across 75+ programs for fall, spring, and summer entry to Tufts University. The Office of Graduate Admissions is also responsible for supporting the recruitment of online graduate programs for the School of Engineering and the Graduate School of Arts and Sciences.

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### What You'll Do

Reporting to the Senior Director of Graduate Admissions, the Director of Graduate Admissions Operations serves as a strategic and operational leader responsible for managing all aspects of graduate admissions systems, data, and workflows. This role oversees the full lifecycle of admissions operations—from application management and data integrity to workflow optimization and reporting. A key focus of this position is the design, maintenance, and continuous improvement of Slate by Technolutions, the university's admissions CRM and application platform. The Director provides vision, leadership, and hands-on management for a team that ensures a seamless, data-informed admissions process supporting the university's graduate enrollment goals. This is a hybrid role, exact days on campus to be determined with supervisor.

#### Operational Leadership

- Supervise and mentor the admissions operations team, fostering a culture of collaboration, accountability, and innovation.
- Lead the day-to-day operations of graduate admissions, including oversight of the timely processing of applications, decision release, and inbox management.
- Develop, document, and refine admissions workflows that support efficiency, transparency, and exceptional applicant service.
- Collaborate with academic departments to ensure alignment between admissions operations and program needs.

#### Slate CRM and Systems Management

- Serve as the primary Slate expert within the Office of Graduate Admissions, overseeing daily maintenance and optimization of the platform.
- Design and implement advanced Slate workflows, rules, queries, forms, and reports to support recruitment and admissions functions.
- Partner with IT and the Admissions Tech team to troubleshoot, test, and roll out new functionality.
- Train staff and faculty users on Slate best practices and new features to ensure consistent and efficient system use.

#### Data, Reporting and Compliance

- Build and maintain Slate dashboards and reports that track application volume, yield, and conversion metrics.
- Provide data analysis and insights to inform recruitment strategy and enrollment forecasting.
- Ensure data integrity, compliance with FERPA and university policies, and adherence to data governance standards.

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- Represent Graduate Admissions in cross-campus technology and data governance committees.
- Collaborate with campus partners and administrative offices to ensure the seamless flow of data across university systems and departments.

### Innovation and Optimization

- Drive continuous innovation by identifying, vetting, and onboarding emerging technologies (e.g., AI, advanced CRM tools) to create more personalized and effective recruitment experiences for prospective students.
- Evaluate and implement process improvements leveraging Slate's capabilities to enhance operational efficiency and the applicant experience.
- Collaborate with admissions leadership and the Admissions Tech team to align system functionality and reporting with institutional enrollment goals.

### What We're Looking For

#### Basic Qualifications:

- Bachelor's degree and at least 8+ years of progressively responsible experience in higher education admissions or enrollment operations
- Demonstrated expertise with Slate by Technolutions, including mastery of configurable joins and advanced skills in building queries, forms, workflows, and reports
- Proven ability to lead and develop staff, manage projects, and implement complex system solutions
- Strong analytical and problem-solving abilities with keen attention to data accuracy and process efficiency
- Excellent communication and collaboration skills across technical and non-technical audiences

#### Preferred Qualifications:

- Master's degree in higher education administration, business, or related field
- Experience with graduate or professional school admissions
- Familiarity with student information systems (e.g., PeopleSoft) and data visualization tools (e.g., Tableau)

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**Pay Range**

Minimum \$79,600.00, Midpoint \$99,600.00, Maximum \$119,500.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

**Contact Information**

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

**Contact**

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