AUBURN
Human Resources

Asst Dir, Admissions Operations

Job Description

JOB INFORMATION

Job Code	AD76
Job Description Title	Asst Dir, Admissions Operations
Pay Grade	SR11
Range Minimum	$60,320
33rd %	$74,390
Range Midpoint	$81,430
67th %	$88,470
Range Maximum	$102,540
Exemption Status	Exempt
Approved Date:	1/28/2026 1:36:06 PM

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Admissions & Recruitment

JOB SUMMARY

The Assistant Director of Admissions Operations provides strategic leadership in admissions data management, quality assurance, and communication operations. The position ensures the accuracy, timeliness, and integrity of admissions processing and communication systems (including Slate and Banner), oversees quality control protocols, and supports continuous improvement initiatives that align with university enrollment goals. The Assistant Director supervises processing and communication staff, ensuring operational excellence and data-informed decision-making.

RESPONSIBILITIES

- Provides leadership and direction for the Admissions Operations Team, including processing, data, and communication units. Trains, mentors, establishes and monitors performance standards to evaluate staff to ensure quality control, timeliness, and accuracy of all processing and communication tasks.
- Develops and maintains comprehensive data audit and quality control systems to ensure the accuracy and integrity of admissions records and serve as benchmarks for the Admissions Operations Team.
- Oversees and optimizes Slate CRM workflows, data integrations, and communications, ensuring timely and compliant execution.
- Leads testing and implementation of system upgrades and new features in coordination with IT and other campus stakeholders.
- Supports the development and execution of admissions communication strategies to enhance applicant engagement and help meet enrollment goals.
- Ensures departmental and process compliance with university policies, data privacy regulations, data security standards, and best practices in admission operations.
- Serves as a key liaison between Enrollment Management IT and campus partners to maintain system integrity and enhance process efficiency.
- Utilizes data analytics to assess processing accuracy, staff productivity, and communication effectiveness

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in no specific discipline	and	6 years of	experience in admissions processing, admissions communications, enrollment operations. Two years of experience directly supervising full-time employees.	Or
Master's Degree	in no specific discipline	and	4 years of	experience in admissions processing, admissions communications, enrollment operations. Two years of experience directly supervising full-time employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Strong understanding of data management, quality assurance, and auditing principles.	
Excellent analytical, organizational, and problem-solving skills, with ability to identify and solve complex operational problems with a strong attention to detail.	
Demonstrated ability to manage multiple projects, prioritize effectively and operate with accuracy in a high-volume environment.	
Demonstrated leadership, communication and team management skills.	
Thorough understanding of higher education admissions and enrollment management practices.	
In-depth knowledge of admissions operations, data governance, and CRM workflows.	
Proven ability to effectively lead teams and drive process improvement.	
Knowledge of FERPA and data privacy regulations in higher education.	
Advanced technical proficiency in CRM (Slate) and student information systems (Banner).	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.; Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.

Travel Requirements:

None Required