

The University of San Francisco seeks Associate Directors, Enrollment Data Systems CRM II in San Francisco, CA.

- Provide subject matter expertise in SEM data and business processes in support of SEM's strategic goals.
- Manage Slate CRM configuration, maintenance, updating, and data conflict resolution for the graduate and certificate B instances of Slate.
- Work with the Senior Director of Data Systems to take a lead role in the continuing development and optimum utilization of the Graduate and Certificate B Slate CRM across schools and colleges, including data collection, management and reporting,
- Responsible for loading various prospective and current student data into the CRM and SIS systems.
- Provide centralized, primary Technolutions Slate support for graduate schools and college, as well as Certificate B programs.
- Support daily work of graduate admissions, operations, and enrollment communications including queries and reports, general troubleshooting, form and event design, automation, and integration.
- Support annual cycle prep for the graduate schools and college, including the review of application periods and rounds, populations, rules, integrations, forms, marketing and communications, reader, and portals.
- Create Slate reports for admissions staff in the five graduate schools and colleges.
- Work with Senior Director of Data Systems to develop data integration between CRM and external applications such as SOPHAS, PsyCAS, and ACES, loading of application data into Slate, and the integration between Slate and Banner.
- Work with departments within the graduate schools and college as well SEM and the University to provide proactive solutions to data collection issues and data collection enhancement through workflow analysis.
- Participate in functions, events, and ceremonies managed by SEM.
- Lead the creation and implementation of end-to-end test plans for processes to ensure that all objectives are met and that solutions work as expected.
- Leverage knowledge of business process analysis methodology, processes, tools, and administration with strong emphasis on business improvement, standardization, documentation, and training.
- Review and understand user documentation and/or release notes from vendors as well as change requests within USF to analyze impact to SEM systems and operations. Recommend changes in policies and procedures as applicable.
- Act as subject matter expert to ensure data standards are widely known and used by all users of the CRM system.
- Support SEM and graduate school analysis and forecasting efforts by partnering with CIPE in the development and creation of critical dashboards, reports.
- Maintain expert knowledge of SEM systems and stay abreast of SEM data structures, report extraction techniques, and software solutions.
- Maintain professional knowledge by attending conferences, training, and participating in professional communities.
- Ensure the integrity and confidentiality of the student academic records by complying

with FERPA and USF academic policies.

- Perform other related duties as assigned.

Requires a Bachelor's degree in Business Administration, University Enrollment Management, or closely related field plus 3 years of experience. Requires 3 years of experience with working in university enrollment management. Requires 3 years of experience in the following: CRM administration demonstrating growth or progression of responsibility; Leading support and administration of CRM and SIS systems; Progressive IT responsibility, including technical and functional work in SIS and CRM environments; Slate platform experience, specifically in admissions, enrollment, supporting data and application processes and building and supporting application rounds; Working with modules associated with Slate, including queries, reports, application cycle prep, deliver, rules and populations, form editor, reader, inbox, events, and portals; Training functional users in using Slate. Requires 1 year of experience with reading and light editing of XML, HTML, CSS, Liquid Markup; Any amount of experience in the following: Student Information Systems and other software suites utilized by Enrollment Management; administer and configure enrollment management systems as a functional user; Customer service orientation; Working directly with graduate programs, administrators, and faculty. Telecommuting is permitted.

In lieu of a Bachelor's degree and 3 years of experience, Employer will accept a Master's degree in Business Administration, University Enrollment Management, or closely related field plus 1 year of related experience. Requires 1 year of experience with the following: Working in university enrollment management; CRM administration demonstrating growth or progression of responsibility; Leading support and administration of CRM and SIS systems; Progressive IT responsibility, including technical and functional work in SIS and CRM environments; Slate platform experience, specifically in admissions, enrollment, supporting data and application processes and building and supporting application rounds; Working with modules associated with Slate, including queries, reports, application cycle prep, deliver, rules and populations, form editor, reader, inbox, events, and portals; Training functional users in using Slate; Reading and light editing of XML, HTML, CSS, Liquid Markup; Any amount of experience in the following: Student Information Systems and other software suites utilized by Enrollment Management; Administer and configure enrollment management systems as a functional user; Customer service orientation; Working directly with graduate programs, administrators, and faculty. Telecommuting is permitted.

40 hours/week, \$90,792 - \$92,000 per year. Applicants who are interested in this position may apply at www.jobpostingtoday.com (Ref # 33557) for consideration.