**POSITION SUMMARY**

The Operations Manager develops and implements essential systems and processes for managing Occidental’s in-bound and out-bound student mobility. Systems and processes include participant enrollment, risk management, communication and financial relationships with overseas partners, information management with students, parents and faculty.

**SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS**

Reporting to the Executive Director and in close collaboration with the Associate Directors, the Operations Manager uses **independent initiative, expertise and judgment** to fulfill the following responsibilities:

**Oversight, Design and Management of IPO information system/web platform (Terra Dotta):** Primary manager for student application and pre-departure web platform and for risk management. Synthesize a number of discreet tasks into seamless, meaningful process across all program types (exchange, UN, Campaign semester, faculty-led, international student visa check-in process). Produce educational and contractual materials integral to the application process. Manage and maintain student database and individual files in IPO web platform. Produce reports for academic departments, institutional research, Business Office, etc.

**Communication Systems:** Synthesize and publically document all essential, relevant policy and program information on IPO website as lead editor and designer. Track, monitor and report programmatic information to students, parents, abroad & on-campus partners consistent with policies and regulations. Provide regular data-driven up-dates to IPO Executive Director, Associate Directors, international partners and campus stakeholders.

**Orientation & Pre-departure Processes:** Develop and implement processes such as promotional materials, forms, emails integral to study abroad, international student and research pre-departure and orientation programs. Clearly communicate steps for processes and online administration with IPO staff, students, and other offices, and monitor that flow.

**Study Abroad Participant Finances:** Research, analyze, initiate and process participation contracts/billing agreements with international partners. Forecast and monitor expenditures. Interface with business office to ensure efficient payment and communication.

**Events and Programming:** Available for a flexible and occasionally variable schedule including weekends and evenings as needed. Contribute to coordinating logistical aspects (scheduling, publicity, materials, catering, AV, transportation) for IPO programming including orientation, outreach, trainings, faculty committee meetings.

May 2021
Student Workers: Hire, train and supervise 30 hours/week of student staff. Develop systems to delegate work to students. Assist in prioritizing work. Develop a training manual and protocols as needed. Meet regularly with student staff to clarify expectations.

QUALIFICATIONS

Bachelor’s degree preferred and 4+ years of administrative experience, preferably in an academic setting.

Proven capacity to develop and manage systems and administrative processes to integrate a diverse, changing and growing set of educational programs.

Must be organized and self-starting with outstanding written, oral, research and analytical skills and a willingness to learn new technology quickly.

Excellent computer skills and ability to learn and manage web platforms, use word processing, data management and web software.

Ability to manage multiple project simultaneously, work independently and collaboratively as part of a team. Willingness to embrace change and to adapt to new technologies, program partners and a constantly changing group of student participants.

Study abroad or significant experience living in another culture is helpful.

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to resumes@oxy.edu.

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.