

Assistant Director, Downrange Operations

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Company: University of Maryland Global Campus

Location: abu dhabi

Category: other-general

Assistant Director, Downrange Operations

UMGC Europe Overseas Regular, 100% FTE, Full-Time, Grade 006

University of Maryland Global Campus seeks an Assistant Director (AD) of Downrange Operations. Reporting to the Regional Director (RD), the Assistant Director (AD) is responsible for assisting with oversight of daily enrollment and operational processes in the applicable region, leading to new and returning student growth in on-site and online courses. The AD liaises with military leaders, education center personnel, UMGc division headquarters administrative staff, and other stakeholders in the community to administer programs at each location in the region. The AD, in coordination with the RD, is responsible for supervising the Site Lead(s), Program and National Test Center Coordinators (PNs), and Program Coordinators (PCs) in the region, as well as coordinating with various departments to ensure the resolution of student issues. The incumbent is responsible for ensuring world-class customer service. The AD will also fill in for the RD when they are out of the office or the position is vacant.

SPECIFIC RESPONSIBILITIES INCLUDE:

Assists the RD to provide oversight of regional sites and direct supervision/training of regional staff members over a large geographical footprint

Acts as subject matter expert on all Program Coordinator duties in the field and may provide back-up coverage as needed for PCs/NTCs, Log Supervisors, and CRM Coordinators (as applicable)

Participate in high-level division meetings with the VP/Director, Deputy Director, AVP Operations, RDs and others to help represent their region and implement business processes as requested and appropriate

Liaise with government and military representatives at the assigned base and at other sites in the region as appropriate, coordinating with the RD

In coordination with the RD, responsible for regional staffing including assisting with hiring, training, and daily staff management, working with other departments as needed

Coach, monitor and evaluate productivity and performance of employees through various channels, including observations in employee's environment as it pertains to customer service, military, and program knowledge

Manage/cultivate new leaders in the organization (, Site Leads, possible others)

Utilize data in the Student Information System (SIS), Customer Relationship

Management (CRM) system, and Tableau (reporting analytics) to create, track, and analyze enrollment statistics and staff performance to drive enrollment-generating activities and business process efficiencies

Assist the RD with creation of annual and term course schedules

Collaborate with the Regional Director and make recommendations for individual and team training needs, opportunities, and business process improvements to ensure that department service levels and quality assurance standards are met

Work with the CRMs to develop and implement tactical recruitment and retention outreach campaigns and events that target all populations of civilian and military students, to include active duty, veterans, and family members applicable to each site's demographics

Maintain solid frontline staff skills and current knowledge of policies and practices as it relates to military tuition assistance, veteran benefits, National Test Center policies, local community regulations and other current topics as they relate to regional operations

Ability and willingness to travel throughout the region and division

Create and nurture an atmosphere in the workplace that exemplifies UMGC's core values

Other job-related duties as assigned

OTHER RESPONSIBILITIES MAY INCLUDE:

Some evening, weekend hours and travel inside and outside of the region (25-50%) to provide office coverage, perform staff oversight, participate in training/events

Actively participate in and/or lead division or university-wide projects and initiatives as requested

This is considered to be a rotational position within UMGC's Global Military Operations

REQUIRED EDUCATION AND EXPERIENCE:

Bachelor's Degree from a regionally accredited institution or foreign degree equivalent

Minimum of three (3) years of experience in higher education

Strong written and oral communication and interpersonal skills

Strong leadership and management skills

A proactive problem-solver able to perform efficiently in a fast-paced work environment

Ability to work with diverse populations

Familiarity with military lifestyle

Must be willing to be placed at any UMGC Middle East and North Africa location and travel approximately 25-50% of the time within the region placed

Successful applicants must be able to pass a dental and medical screening, background check, and meet requirements for individual logistic support (ILS)

PREFERRED EDUCATION AND EXPERIENCE:

Candidates with experience in higher education, military affairs, academic advising, recruitment, marketing, or customer service

Knowledge of Salesforce, PeopleSoft or similar tool(s)

3+ years of experience managing and supervising others in a higher education or customer service environment

WHO MAY APPLY: Applicants with individual logistical support (ILS) preferred. Applicant must qualify for ILS as described in USAREUR Regulation 600-700, Section III, 7-13. Criteria under which applicants qualify for ILS are: must serve the US Forces exclusively; are not stateless persons; are nationals of a NATO state, excluding the host nation; are not ordinarily resident in the host nation.

POSITION AVAILABLE IMMEDIATELY & WILL REMAIN OPEN UNTIL FILLED

All submissions should include a cover letter and resume. UMGC offers competitive

compensation and comprehensive benefits for qualifying positions, such as tuition remission, generous leave and healthcare. For detailed benefits information, please visit: .

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