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Academic Operations Manager [job description]

Plymouth State University

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Academic Operations Manager (AOM)

Plymouth State University is in the process of transforming itself from a traditional, regional comprehensive university with 27 academic departments and 3 colleges to an institution organized around 7 integrated clusters in which students engage in authentic learning, helping to solve real world problems in conjunction with community partners. The first class to enter under this learning model will enroll in Fall 2017.

PSU is seeking an Academic Operations Manager to support the transformation of the new learning model, designing processes and workflow that maximize efficiency, maintain high levels of student engagement, enable partner experiences and support faculty performance. The AOM will provide management and strategic direction for the administrative and operations-related functions for the integrated clusters. The AOM will work with the Academic Deans and other academic leaders to ensure a smooth transition to the new learning model while maintaining high levels of service to students, faculty, staff, and partners.

Duties include:

- Work collaboratively with faculty, staff, and students in carrying out operations duties.
- Identify objectives related to efficient and effective delivery of curriculum to include engaging students and faculty with partners in open laboratory experiences within and across clusters.
- Develop and use performance metrics as well as process flow mapping and analysis to facilitate student learning and capture outcomes to be shared with stakeholders while reducing cost and faculty/staff efforts.
- Lead and manage process improvement techniques and technology to support and track internal and external relationships and outcomes, facilitating student learning.
- Provide consulting to other functions within and across clusters and to IT development teams on tools and approaches to automate and streamline key processes.
- Anticipate and plan for process integration opportunities that support quality programming and premier student experiences. Develop strategies for integrating scheduling and logistics around open labs and other learning experiences, including student travel.
- Collaborate in the identification and management of funding requirements with faculty and staff with a goal toward reducing student tuition and debt.
- Analyze, track data in regards to inter and intra cluster projects, and co-curricular experiences that support learning outcomes: report outcomes and recommend improvements.
- Develop and maintain inter and intra cluster projects' budgets and spending plans; provide project management support to project leaders.
- Work collaboratively with Institutional Research to develop, implement and manage quality assurance tools, systems and processes.

You may be a fit for this position if you possess the following required minimum qualifications:

- * Bachelor's degree and 3-5 years of experience in business operations management
- * Effective interpersonal and communication skills
- Team oriented

Additional desirable qualifications:

- * Advanced Academic Degree (Preferred)
- Experience working in Higher Education
- * Project Manager Experience – 3 Years (Preferred)