

## Postgraduate Admissions Manager

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| <b>POSITION:</b>   | Postgraduate Admissions Manager          |
| <b>SUPERVISOR:</b> | Director of Online Enrollment Management |
| <b>DEPARTMENT:</b> | Online Enrollment Management             |
| <b>LOCATION:</b>   | On-campus, located in Tiffin, OH         |
| <b>JOB TYPE:</b>   | Full-time                                |
| <b>SOC CODE:</b>   | 11-9033                                  |

### **General Job Description for the Post Graduate Admissions Manager:**

The Postgraduate Admissions Manager is responsible for assisting in the planning and implementation of comprehensive strategic student recruitment and enrollment for online postgraduate student populations and oversees the graduate team throughout the recruitment process to achieve the goals set by the university. In conjunction with the Director of Online Enrollment Management, this position will assist in leading admissions processes and help to improve the academic profile and geographic diversity of online graduate students. This individual will work with the Director of Online Enrollment Management and other university department heads on new initiatives associated with marketing, leads, enrollment goals, and innovative programs that are transformative to the institution.

This individual will also recruit and attract a qualified and diverse doctoral student who meets Tiffin University's enrollment and academic needs. The position entails: frequent phone, written, email, and virtual correspondence; collection of supporting documents to prepare admissions files to be reviewed for an admissions decision; evaluating the doctoral communication plan; and monitoring conversion rates to meet enrollment goals.

### **Key Responsibilities for the Post Graduate Admissions Manager:**

The position has the responsibility for the enrollment management functions as they pertain to all recruitment initiatives of online graduate programs.

- In the first three months the individual in this role will: Take time to understand the historical data behind postgraduate admissions and how data-driven decisions have shaped the department's success. Use that insight to help define and understand the key performance indicators (KPIs) for this role—and for the overall postgraduate admissions team.

#### *Other essential responsibilities include:*

- Oversees the graduate admissions process across all programs with a focus on strategic outcomes, operational efficiency, team performance, and the effectiveness of recruitment efforts. These efforts ensure that enrollment goals are consistently met each semester while aligning with broader institutional objectives and performance standards.
- Make sure postgraduate data is clean and reliable – review it daily and report to the Director of Online Enrollment Management when you see variations that are outside average yield and conversations.
- Act as an early alert system to notify direct supervisor, marketing and recruitment teams when there are highlights to call out, as well as any major shifts; such as programmatic interests, credibility of applications, systematic processes, etc.

- Keep accurate documentation on admissions policies and processes so everyone is on the same page.
- Help the admissions team to become more efficient and streamline by identifying areas of opportunity to automate processes and streamline workflows.
- Ensures that the Online Graduate Admissions staff maintains contact with prospective students throughout the admissions process.
- Assist in motivating and training staff to achieve goals both individually and as a team with consultative engagement.
- Manage the funnel from prospect to enrollment to ensure the team meets the goal expectations set by the university.
- Act as a working Admissions Manager by managing and recruiting for the doctorate.
- Other duties as assigned by the Director of Online Enrollment Management.

*Oversee the admissions funnel and have a working territory to cover the following:*

- Recruit and assist in attracting and selecting a qualified and diverse online student who meets Tiffin University's enrollment and academic needs.
- Tele-counseling.
- Understand the college mission; implement and abide by the college policy.
- Maintain effective interpersonal and departmental communication.
- Exhibit skills and attitudes reflect good customer service.
- Correspond with prospective students.
- Interview and counsel prospective students about admissions, financial aid, and program information.
- Contribute to the development of admissions policy and procedures.
- Work with Admissions Operations on Admissions reporting.
- Assist in planning and coordinating strategic recruitment strategies.
- Assist in developing and implementing emerging electronic communication strategies.
- Maintain accurate data to support the enrollment needs to meet enrollment goals.
- Assist with students' understanding of their financial aid and assist with follow-up to retrieve documents.

*Doctoral admissions specific:*

- Create, develop, and host virtual doctoral events for new and returning students.
- Oversee doctoral admissions funnel to ensure enrollment goals consistently meet university standards each enrollment.
- Consistently work to develop recruitment strategies.
- Aid in the planning, development, and execution of Residency events.
- Act as an early alert system to notify the direct supervisor, marketing, and recruitment teams when there are highlights to call out, as well as any major shifts, such as programmatic interests, credibility of applications, systematic processes, etc.
- Keep accurate documentation on admissions policies and processes so everyone is on the same page.
- Help the admissions team become more efficient and streamlined by identifying areas of opportunity to automate processes and streamline workflows.

#### **Qualifications for the Post Graduate Admissions Manager:**

- Strong interpersonal skills, including the ability to develop and maintain effective, collaborative professional relationships with staff and faculty colleagues;
- Strong listening and organizational skills;



- Strong communication skills, both oral and written, are essential;
- Ability to think creatively and strategically;
- Strong computer skills and ability to quickly adapt to new technology;
- Ability and willingness to work evenings and weekends;
- Understanding of and commitment to Tiffin University's Guiding Principles;
- Bachelor's and Master's degrees required.
- Minimum of two years of enrollment management experience.

### **Why Join Tiffin University?**

Tiffin University offers a collaborative, mission-driven environment where your financial expertise directly supports student success and institutional growth. We value innovation, transparency, and partnership—and provide the opportunity to make a meaningful impact.

At Tiffin University, we believe in taking care of our employees. That's why all full-time employees enjoy a comprehensive benefits package designed to support their health, financial security, and work-life balance:

- Medical, dental, and vision insurance to keep you and your family healthy.
- Health Savings Account with annual employer incentive contribution & Flex Spending Account with options to save pre-tax dollars for medical, dental, and vision expenses.
- Employer-paid basic life insurance and long-term disability, plus voluntary plans for supplemental life insurance and short-term disability.
- A 403(b)-retirement plan with employer matching contributions to help you plan for the future.
- Generous paid annual and sick leave, plus paid holidays throughout the year.
- Educational tuition benefits for you and eligible family members.
- Access to a confidential Employee Assistance Program (EAP) for personal and professional support.

*Tiffin University provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. While we strive for a diverse mix of candidates, all employment decisions are made without regard to race, sex, or other protected characteristics.*



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