501 East 38th Street
Erie, PA
16546
814-824-2000
800-825-1926
mercyhurst.edu

Director of Operations & Data Management

Department: Office of Academic Affairs
Status: Exempt, Full Time
Closes: Open until filled

Reports To: Provost & VP for OAA
Classification: Administrator

POSITION SUMMARY

Leads the operations and data functions of the Office for Academic Affairs, performing a variety of executive administrative operations which require a range of skills and knowledge of organizational policies and procedures while maintaining a confidential environment. Gathers, analyzes and reports on academic operations data, including budgets, course schedules, faculty workload, contracts and faculty processes, and builds reports and data visualizations that support decision-making and improve efficiency. Assists the Provost and VPAA to resolve administrative, student and faculty issues and inquiries, using data to inform recommendations. Composes, edits and proofreads correspondence and prepares a range of executive administrative documents and data reports.

DUTIES AND RESPONSIBILITIES

- Runs reports on academic operations, including budget, course schedule, faculty workload and contracts, and analyzes data to identify trends and make recommendations for efficiencies.
- Manage all aspects of the Office for Academic Affairs, using data and reporting to monitor operations and identify improvements.
- Support the VPAA and the Assistant Vice Presidents for Academic Affairs as well as the University deans, including providing data and reports as requested.
- Liaison with Human Resources in faculty onboarding.
- Design, build and maintain interactive dashboards and data visualizations (e.g., Power BI, Tableau or Excel) that give the VPAA, Assistant Vice Presidents and deans timely access to key academic metrics.
- Collaboration with the Assistant Vice Presidents for Academic Affairs on academic dishonesty issues, student and parent issues, grade appeals and changes; maintains records and tracks trends to inform policy and practice.
- Serves as the OAA liaison for graduation in implementing ceremony, commencement award convocation and reception(s).
- OAA lead for new faculty orientation, faculty convocation, and faculty retirement event.
- Analyze trends and model scenarios, such as course demand, staffing needs, instructional cost and budget projections, and present findings with clear, actionable recommendations for efficiencies.
- Assists VPAA – Deans with advertising of new hire positions in professional online sources.
- Prepares all new faculty and current faculty yearly contracts and maintains contract data for tracking and reporting.
- Assists VPAA with approvals of department/college contracts and works through the Office of General Counsel.
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EDUCATION AND EXPERIENCE

Bachelor's degree and a minimum of two years of related experience are required; a master's degree is preferred. Experience should demonstrate a high degree of organization and independent judgment, preferably including gathering, analyzing and reporting on data. An equivalent combination of education and experience will be considered. Subject to criminal background check prior to employment.

KNOWLEDGE AND SKILLS

- Ability to make administrative/procedural decisions, problem solving ability;
- Ability to gather and analyze data, identify trends, compile information and prepare clear reports and recommendations;
- Ability to communicate effectively both orally and in writing, including presenting data to non-technical audiences;
- Demonstrate technology proficiency with Office products, including strong Excel skills (formulas, lookups, pivot tables) and Word
- Preferred candidates will be able to build reports and data visualizations, with experience in tools such as Power BI or Tableau a plus
- Familiarity with student information, HR or finance systems and higher education data is preferred

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to speak with individuals and/or groups

of people and be able to listen and respond to questions or inquiries. The employee is frequently required to stand and walk. The employee is occasionally required to sit. The employee must frequently lift and/or move up to 10-pounds. General vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.