

Carrington College

Job Description

Job Title: **Campus Director**

Reports To: Director of Operations

Summary:

Provides operational leadership and direction for assigned campus location. Responsible for the operation of the assigned campus and relevant departments, for ensuring growth, quality and profitability goals are met through the proper management of the campus leadership, campus personnel, campus resources, and service and support departments. Also responsible for key College-wide areas aligned with and in support of operational success at location. Reports to the Regional Vice President of Operations.

Essential Duties and Responsibilities

Assumes responsibility for the overall operations of the Campus

- Hires and manages campus and relevant department leadership and colleagues and provides sound business, managerial and financial coaching to colleagues at campus location.
- In cooperation with Regional Operational and Functional leadership, develops short-term and long-term strategic plans for the campus that are consistent with the mission, vision and values of Carrington College and ensures they are implemented successfully and in a timely manner.

Monitors and ensures the following accountabilities for the College:

- Effective financial management across campus.
- College growth: Creating, implementing and balancing College initiatives designed to increase new student enrollments. Is responsible for developing synergy between the marketing, campus outreach and enrollment management departments to yield growth results for their assigned campus.
- College real estate and facilities: In cooperation with Director of Operations and Ember Real Estate, effective evaluation of current physical resources and planning, implementation of future facility needs for campus location.
- Student Retention: Effective campus management of the classroom environment and learning experience, support activities and resources for location and assigned online students.
- Customer Service: Ensures that the campus deliver superior customer service to fellow team members, students and external customers and vendors of the College for campus location.
- Process Improvement: Implements and monitors processes and policies to assist campus operations and functional areas in complying with regulatory requirements and delivering excellent customer service on an efficient and timely basis for campus location.
- Human Capital Development: Recruiting, developing and retaining excellent colleagues to include setting up development programs and timely performance reviews. Manage successions and develop staff for areas of responsibility for location.

Other Accountabilities:

- Ensures that location goals align with organizational plans, procedures and controls are employed by each department/program at location. Ensures proper execution of its responsibilities and attainment of its goals for all departments at the assigned location.

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- Provides Senior Leaders with accurate and timely information about the operations of the campus and areas of responsibility on a continuing basis to facilitate informed decision making.
- Develops effective communication strategies and holds routine meetings/reviews to assess the current state of all departments/programs for location.
- In cooperation with the campus departmental and programmatic leadership, develops and implements adequate measures to meet the fiscal needs of the campus to maintain an effective system of budgetary control.
- Works closely with academic, regional leaders and regulatory deans to support successful implementation of college/program objectives in a compliant and metric driven manner to support growth.
- Ensures that all activities and operations for the assigned campus are carried out in compliance with local, state and federal regulations and laws governing business operations.
- Analyzes data and develops reports that show the performance of each department/program and area of responsibility.
- Works in cooperation with the other College leaders and campus colleagues to foster synergies and a positive working relationship and achieve College objectives.
- Serves as the location leader for the campus assigned and leads committees/projects as assigned by Director of Operations and other leadership team.
- Completes other projects and duties as assigned.

Supervisory Responsibilities

This position has direct reports.

Competencies

Leadership - Accepts feedback from others; gives appropriate recognition to others; demonstrates alignment with departmental and institutional goals and objectives.

Business Acumen – Knowledge of key business drivers impacting the department and the organization in order to partner with your functional leader to achieve the goals and objectives.

Analytical & Critical Thinking – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Change Management – Partners with the Institutional HRD to develop communication and change strategy; supports initiatives to build commitment and to overcome resistance; assist functional leaders in preparing and supporting those affected by change; ability to communicate and execute on changes; assists functional leaders with monitoring transitions and evaluating results.

Conflict Resolution – Highly skilled at deploying the use of inquiry; facilitating communications and recommending actions for resolving conflicts in a manner that is best for both the organization and the individuals involved; supports the resolution of issues quickly and effectively; keeps all parties informed of the status; encourages employees to report problems or concerns.

Decisiveness – Displays ability to make well thought-out yet timely business decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process.

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Professional Development – Commits to his/her professional development and development of others. Motivates and encourages development by identifying skill enhancements opportunities and neutralizing barriers to such development.

Manages Competing Priorities – Handles multiple assignments and priorities fulfilling all expectations and commitments; readily accepts new responsibilities and adapts well to changes in priorities and/or procedures; gives appropriate attention to and establishes priorities of various work demands.

Language Skills – Strong verbal and written communication skills; ability to read, analyze and interpret situations and apply appropriate business strategies, solutions and policies; ability to respond to various and often times complex inquiries from employees; ability to create comprehensive yet succinct presentations to diverse audiences.

Computer Skills – Proficient knowledge of Microsoft Office Suite, including intermediate to advanced Excel skills. Must possess the ability to learn and adapt to multiple, evolving technical platforms used for human resources management.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duties satisfactorily. Below are the minimum requirements of the education, experience, knowledge, and skills required to competently perform in this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree required, MBA or relevant Master's degree highly preferred.
- Five (5) years campus management or similar management experience with strong familiarity with the higher education industry or relevant operational experience.
- Must have prior successful experience in leadership roles with a variety of constituencies.
- Must demonstrate strong communication skills, both oral and written.
- Ability to generate and analyze data and make data based decisions.
- Must have strong budgeting skills and a working knowledge of appropriate financial analysis techniques.

Physical Demands

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 sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment

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The work environment characteristics described here are representative of those an 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.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.