

**Department: MBA for Executives**

**University Job/Profile Title: Student Services Officer 4**

**Job Code: 388**

**Job/Posting Position Title: Associate Director of Admissions**

**Grade: 24**

**Weekly Schedule:**

8:30am – 5:30pm Monday thru Friday. Occasional weekend and evening work will be required. Significant domestic travel and limited international travel will be required.

**Position Focus:**

As a core member of the professional admissions team, plans and participates in the recruitment, selection and attraction of the strongest possible class for the MBA for Executives (EMBA) program at the Yale School of Management (SOM). Develops and implements innovative admissions recruitment strategies and programs. Identifies and executes strategic projects. Coordinates targeted outreach. Evaluates and makes decisions on applications and participates in all admissions committee deliberations leading to decisions. Interviews and provides guidance and counseling to prospective students. Represents Yale SOM by speaking at events and interacting with prospective applicants. Designs and implements innovative projects based on the needs of Office of Admissions. Manages activities of alumni and student admission support and recruitment activities. Works collaboratively with other SOM departments to ensure comprehensive and integrated delivery of the school's mission. Reports to the Director of Admissions, MBA for Executives.

**Essential Duties:**

1. Leads recruitment for EMBA program. Works through applicant pipeline to encourage high-potential leads to submit a full application to EMBA program and devises and drives strategies for maximum conversion. Develops and trains team members regarding consultative and coaching approaches.
2. Leads yield process to convert admitted candidates to enrolled students, including managing all events and coordinating outreach to admitted students from alumni and current students.
3. Manages pipeline reporting: Delivers weekly KPI reports and makes data-driven recommendations on admissions and recruitment strategies. Creates predictive models to support decision making, including identifying leads and locations for off-campus travel
4. Travels extensively to key strategic hubs. Conducts one to one consultation sessions and hosts small group events with high-potential applicants. Works

- with other SOM admissions teams to coordinate on travel and recruitment.
5. Identifies and manages strategic projects designed to improve the EMBA candidate experience.
  6. Devises and executes strategies for improving class profile and maximizing diversity of perspective in the class.
  7. Works with Assistant Director to create and manage annual recruiting events, calendar plan, and facilitate all on- and off-campus events.
  8. Engages in corporate outreach with key industries and partners.
  9. Chief alumni and current student liaison. Recruits and manages alumni for interviews and event panels and to connect with prospective and incoming students. Manages relationships with current students for volunteer assistance at on-campus and virtual events. Recognition and stewardship of efforts.
  10. Member of the Yale EMBA Admissions Committee. Analyzes and independently assesses applications for interviews and admission. Conducts EMBA candidate interviews.
  11. Interview Day architect; oversees entire interview program, including recruitment of staff, faculty and alumni, content of questions and interview topics and feedback mechanisms for staff and alumni. Works with Assistant Directors on scheduling and logistics.
  12. In cooperation with marketing team and Director, creates presentations for in-person and virtual admissions events.
  13. Works collaboratively with colleagues within the school and across Yale, as well as other key constituents, to seek synergies, raise profile of Yale EMBA team, develop networks and implement strategies related to relevant geographical regions and professional industries.
  14. May perform other duties as assigned.

### **Required Education & Experience:**

Bachelor's Degree in relevant field five years of experience in a related area or an equivalent combination of education and experience.

### **Required Skills & Abilities:**

1. Ability to travel around the US and Canada.
2. Enthusiasm, energy, and creativity; "can-do" attitude.
3. Ability to craft and articulate messages for various audiences.
4. Superior demonstrated written, oral, and interpersonal communication skills, particularly in one-on-one and large group settings. Comfortable working with top-level executives.
5. Team player with superior interpersonal skills, and a passion for innovation, brainstorming, and problem-solving.
6. Ability to work successfully in a fast-paced and changing environment and to lead with a positive and can-do attitude that supports the mission of the school.

7. High-level analytical skills and excellent computer skills, including the ability to work with advanced MS Office, Slate, and spreadsheets.
8. Ability to initiate programmatic and individual activities while functioning in a team setting. Ability to handle multiple tasks and projects simultaneously.
9. Exceptional oral and written communication skills required to interact effectively with a range of internal and external constituencies.

**Preferred:**

Master's degree. Six years of experience in admissions, registration, placement, financial aid, student counseling or an equivalent combination of education and experience. Experience in MBA, Management Master's-level, or Executive MBA admissions, particularly in a global setting. Knowledge of Yale SOM environment, including people, facilities, and departments. Global orientation; experience working across countries and regions, and fluency in more than one language.

**Competencies:**

- Customer Service Focus – Listening carefully to and understanding customers' needs and proactively responding to those needs in a consistent and timely manner.
- Teamwork/Communication – Working cooperatively to achieve common goals. Support cooperation, collaboration and the sharing of information.
- Product Excellence – Provide the best quality product available and continuously upgrade standards to maintain quality.
- Leadership – Provide direction and motivation to others through communication, modeling appropriate behavior, optimism and high achievement.
- Innovative – Openness to new ideas and their implementation. Ability to react and adapt to changing situations appropriately.
- Strategic Thinking – Recognize opportunities, identify critical, high pay-off activities and prioritize them to attain goals.

**Received:**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_