



US Operations Manager

Franklin University Switzerland seeks a US Operations Manager to support Franklin University Switzerland's US recruiting team but to maintain also a connection with the Alumni Director and to assist the University's Admissions Office in Lugano, Switzerland. This position requires significant computer skills, ability to interact with students and parents, and a home office in the Eastern Time zone of the US. Some travel may be required. The Manager reports to the Associate Director of Admissions in the US, with a dotted line to the Alumni Director and the Director of Admissions.

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- Responsibilities:**
- ❖ Respond daily to students, families, counselors and study-abroad managers, including phone calls, requests for information and event management. (Phone calls and mail are expedited through an answering service in New York City.)
 - ❖ Maintain student records and communication using the CRM (Slate) to support the activities of the recruiters and the financial aid officer, including preparation of print and digital messaging.
 - ❖ Create and maintain records pertaining to alumni admissions volunteers and their activities, in connection with the Alumni Director.
 - ❖ Partner with the recruiters and the Alumni Director to plan and execute recruiting and yielding events in the US.
 - ❖ Mail admission materials and work with US-based printing companies and suppliers.
 - ❖ Track expense records for US recruiting travel and events.
 - ❖ Connect daily with the Lugano staff and partner with them in work flow, advancing technology and planning events.
 - ❖ Any other duties assigned by the Vice President for Enrollment Management or the Director of Admissions.

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- Qualifications:**
- ❖ A Bachelor's degree or higher.
 - ❖ Excellent computer skills, including MS Office (competence in Excel) and video meeting applications, and a willingness to learn the Slate CRM. Understanding of social media and willingness to learn electronic marketing and design software.
 - ❖ High degree of organization, planning skills and attention to detail.
 - ❖ Ability to work successfully in a home office and achieve goals without close supervision.
 - ❖ Strong team orientation and excellent communication skills.
 - ❖ Ability to travel occasionally and to lift boxes of print materials when necessary.
 - ❖ Understanding of college admission and the liberal arts curriculum.
 - ❖ Desirable: background in college admissions, digital marketing and/or event planning, a valid driver's license and a current passport.
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Other : ❖ Office equipment, supplies and internet/phone services are provided by the University

About Franklin : ❖ Franklin University Switzerland is a private, independent University recognized and accredited in Switzerland and the United States. It offers a unique and innovative approach to Liberal Arts education, characterized by an emphasis on international exposure and experiential learning in a diverse environment and a unique semi-annual program of credit-bearing, faculty-led international travel.

How to Apply

Applications should include a letter of interest, a CV, and the names and contact addresses for three referees. Please apply electronically to usomsearch@fus.edu.

Anticipated start date: November 14th, 2016 or soon thereafter

Applications will be reviewed upon submission.

Franklin University Switzerland is an Equal Opportunity Employer.