

Carnegie Mellon University

Africa

Job title	Admissions and Enrollment Officer
Reports to	Associate Director of Admissions
Start Date	ASAP
Location	Kigali, Rwanda

Position Summary

CMU-Africa's vision is to educate and empower the next generation of African leaders and innovators by delivering a world-class educational experience. Our mission is to produce creative and technically strong engineers, who have been trained in the African context and prepared to make a transformative impact in their communities and the world.

CMU-Africa seeks a dynamic and highly motivated individual who will collaborate with various university departments to ensure a seamless enrollment experience and contribute to the overall growth and success of the institution. The Admissions and Enrollment Officer will evaluate applications and provide guidance to prospective students and their families. This position reports into the Associate Director of Admissions.

Inclusion, collaboration, and cultural sensitivity are valued proficiencies at CMU. Therefore, we are in search of a team member who can optimally collaborate with a diverse population of internal and external partners at a high level of integrity. We are looking for someone who shares our values, thrives in an exciting and complex environment, and who will support the mission of the university through their work.

About Carnegie Mellon University

Since its founding in 1900, Carnegie Mellon University (CMU) has been a birthplace of innovation. Ranked #1 in Computer Science and #4 in Engineering by U.S. News & World Report, CMU is dedicated to producing creative and technically strong engineers who have a meaningful impact on their communities and accelerate positive technological change in the world. In 2011, CMU extended its global footprint into Africa as the Regional Center of Excellence for ICT based in Rwanda and the anchor tenant of Kigali Innovation City. In a region booming with opportunities, CMU is the only U.S.-based research university offering its master's degrees with a full-time faculty, staff, and operations in Africa.

Job Description

The Graduate Admissions and Enrollment Officer processes applications to admit prospective students and provides support and guidance to applicants throughout the admissions and enrollment process, strictly adhering to the graduate admissions criteria.

This highly responsible position requires excellent attention to detail and the ability to accurately coordinate, process, and complete a high volume and variety of duties and data entry to assist in all phases of graduate admissions operations.

Essential duties and responsibilities include but are not limited to the following:

1. Respond to applicant inquiries regarding admissions procedures, application status, and decisions.
2. Guide applicants to ensure that they submit a complete application.
3. Contribute to developing and implementing an admission communication flow plan at all stages of the admission cycle.
4. Review student applications for completeness, validity, and accuracy by reviewing application documents, including transcripts, test scores, grades, and professional experience.
5. Review and process applications for admission, ensuring accuracy and fairness.
6. Manage registration tasks, such as matriculation and enrollment activities, while maintaining accurate student records and databases.
7. Conduct periodic audits of the process to ensure consistent adherence to policy.
8. Contribute to developing and reviewing CRM processes, workflows, mailings, and events.
9. Collaborate with the Associate Director of Admissions to develop data-driven enrollment strategies and policies.

Technical and Data Analytics

1. Leverage data management, analysis, and visualization skills to create user-friendly reports and dashboards to support administrators in developing presentations to diverse stakeholders.
2. Extract and aggregate large volumes of historical and real-time admissions data to examine, analyze, and determine the data's applicability, draw conclusions, and make appropriate recommendations to impact admissions funnel conversion, complete, capture, and yield rates.
3. Build queries to extract and aggregate data from customer relations management (e.g., SLATE, Sales Force) and student information management systems (e.g., Banner, S3) to analyze statistical admissions data and produce standard funnel, custom, and ad hoc reports.
4. Utilize various edit reports to reconcile and correct admissions data stored in SLATE to ensure the highest data quality, reliability, and integrity.
5. Utilize predictive modeling and forecasting processes to inform decision-making and enrollment planning. Communicate significant patterns and trends with enrollment data; provide recommendations based on both quantitative and qualitative analysis.

Required Qualifications and Experience

- Bachelor's degree in business administration, education management, or a relevant field. Master's degree preferred.
- Proven experience in recruitment, admissions, registration, or student services.
- Demonstrated experience in admissions and enrollment statistical reporting.
- Ability to compile and synthesize large volumes of applicant and admitted student demographic data to create integrated data-driven student engagement funnel reports.
- Ability to build queries to extrapolate data to generate recruitment and admissions forecasts.
- Demonstrated knowledge in utilizing analytical and quantitative skills that include broad statistical concepts to compare real-time and historical trend data.

- Possess strong analytical and problem-solving skill sets with high-level attention to detail.
- Demonstrated experience with recruitment, admissions, enrollment customer relations management system (CRM), and student services relational databases (e.g., SLATE, Salesforce, Banner, S3).
- Strong time management, organizational, and communication skills; capable of effectively collaborating with cross-functional teams and demonstrated ability to adapt and prioritize tasks.
- Ability to operate effectively in a high-pressure environment with minimal supervision.
- Commitment to maintaining a high standard of service to applicants and ensuring accurate and timely communication.
- Demonstrated proficiency with Microsoft Office suite spreadsheets and Google Drive.

At Carnegie Mellon, we value the whole package when extending offers of employment. Beyond just credentials, we consider the role and responsibilities, your invaluable work experience, and the knowledge gained through education and training. We acknowledge and appreciate your unique skills and the diverse perspective you bring. Your journey with us is about more than just a job; it's about finding the perfect fit for your professional growth and personal aspirations.

Are you interested in this exciting opportunity with an exceptional organization!

Don't miss the opportunity to explore exciting career possibilities at CMU-Africa. Visit our career page: <https://www.africa.engineering.cmu.edu/about/careers.html> before September 15, 2024, for detailed application guidelines and to submit your application.