

Position Announcement – Associate Director, Executive MBA Student Services

Georgia State University, nationally recognized for its innovation in student success and one of the world's leading academic institutions, invites nominations and applications for the position of Associate Director of Student Services for the Executive MBA Program at the Robinson College of Business. Robinson's Executive MBA has consistently been rated as a top-ranked EMBA program in the region (ranking as a top 10 public program in the U.S. by both *The Financial Times* and *CEO Magazine*) and is commemorating its 40th year in existence.

The Associate Director will be responsible for playing an integral role in providing programmatic support to students and alumni within the Robinson Executive MBA Program. This position will have the unique opportunity to assist in planning and delivering an engaging, impactful program for our students. The Associate Director will also supervise 2 – 3 graduate research assistants.

Reporting to the Director of the Executive MBA Program at our Atlanta-Buckhead campus, the Associate Director will be responsible for the following:

- **Student Services:** provide premium, high-touch services to EMBA students by assisting with ordering books/materials, registering students for class, ordering catering for class weekends, and addressing registration holds; represent program on class days
- **Alumni Relations:** Provide premium, high-touch services to EMBA students by assisting with ordering books/materials, registering students for class, ordering catering for class weekends, and addressing registration holds; Create quarterly newsletters to send out to the EMBA alumni network; represent and support EMBA Alumni Board
- **Manage GRAs:** Hire and manage 2-3 GRAs each semester to ensure there is adequate coverage during class weekends; Coordinate schedule for the semester to ensure GSU guidelines are met
- **Program Development/Event Planning:** Create co- and extra-curricular programming to enhance the student's academic experience outside the classroom; Plan and execute onboarding events, orientation, domestic residency, and graduation celebration; Develop and execute programming and strategy to increase yield and retention of admitted and current students
- **Faculty & Academic Department Engagement:** Work with faculty to ensure their class materials are ordered and distributed to current students; In collaboration with Program Director & Faculty Director, develop goals and outcomes for students; In collaboration with Faculty Director, provide support in course scheduling

Qualifications for successful candidates include the following:

- Bachelor's degree required. Master's preferred in business, higher education, or related field.
- 5+ years of experience required, preferably in student affairs
- Experience with Enterprise Resource Planning systems, preferably Banner
- Experience with Customer Relationship Management systems, preferably Slate
- Demonstrated skills in an institutional environment utilizing a customer-centered approach.
- Demonstrated ability and interest in working with a highly diverse student and employee population.
- Superlative oral and written communication skills, including public speaking, with the ability to present to large groups

Salary range for this position is \$75,000 - \$85,000.

Please direct any questions to Chris Hilario at chilario@gsu.edu

On-line applications can be made directly on Georgia State's career website below (please refer to Job Number 23000947).

<https://gsu.taleo.net/careersection/jobdetail.ftl?job=23000947&lang=en>