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Senior Director of Enrollment Management and Financial Aid

Location: Chicago, IL	FLSA: Exempt
Department: Academics and Student Affairs	Type: Fulltime (37.5hrs)
Reports To: VP, Academics and Student Affairs	Salary Range: \$67,000 – 75,000

Meadville Lombard Theological School, located in the Loop of Chicago, is seeking a full-time Senior Director of Enrollment Management and Financial Aid who will be a crucial player in the institution's success.

A graduate theological institution rooted in the Unitarian Universalist tradition, Meadville Lombard is academically rigorous, spiritually grounded, unapologetically progressive, and deeply committed to teaching and learning for social justice and transformation. Meadville Lombard's innovative education model is a low residency program grounded in service learning and integrated internships.

Students travel to Chicago twice a year for learning convocations and intensives and regular contact with faculty and students through various technology formats. The successful candidate must be competent in a multiracial, multicultural, and theologically diverse learning and work environment.

Job Summary

Reporting to the Vice President for Academic and Student Affairs, the Senior Director is a full-time, 12-month exempt administrative position. Working closely with the Vice President for Academic and Student Affairs, the Senior Director provides leadership and administration for Student Recruitment, Admissions, and Financial Aid.

The Senior Director oversees and works collaboratively with the Meadville Lombard community to facilitate student recruitment, admission, and financial aid processes. This position supervises two Recruitment and Admissions Specialist positions. Responsibilities of this position include but are not limited to:

Enrollment Management

- Manages the development of recruiting, enrollment, retention goals, strategies, and activities in collaboration with faculty and staff and regularly assesses and strengthens all phases of the enrollment management operation to achieve enrollment goals. Activities include but are not limited to:
 - Fostering and developing relationships with targeted communities and demographics
 - Coordinating plans and representing MLTS in a speaking capacity at on- and off-campus recruitment programs and events
 - Recruitment at prospective student conferences, general/regional and district assemblies, congregational visits, etc.
- Identifies prospective students and pools of students for recruitment.
- Proactively communicates with prospective students and the community through appointments, direct phone calls, emails, events, and written materials.

Informs prospective students of the educational opportunities available at MLTS and - where appropriate - the unique benefits of a UU-based educational experience.

- Assists prospective students in the application and matriculation process.
- Coordinates with the faculty and others who have/will have a role in recruiting new students in all their varied recruitment, marketing, and enrollment planning activities.
- Proficient with student information systems, preferably Populi

Admissions

- Oversees the establishment of and implements application policies and procedures and coordinates the evaluation of applicants with individual programs and faculty.
- Works with the Registrar to develop standards for tracking admissions inquiries. Provides direction to Student Services on these standards.

Financial Aid

- Manages the Federal Financial Aid program, working with students and outsourcing providers.
- Participates in developing and maintaining financial aid policies and procedures as required by funding agencies and the school.
- Administers the system of application for and dissemination of financial aid awards and services to students and maximizes the recruitment and retention of students through the strategic use of institutional tuition reduction awards.
- In collaboration with the Vice Presidents of Academic Affairs and Finance and Administration, determines the amount of aid to be awarded to students considering such factors as available funds, the extent of demand, and student needs.
- Develops and conducts financial aid presentations, workshops, and student outreach activities.
- Supervises and coordinates financial aid efforts and initiatives to provide information and answers to questions relating to financial assistance available to students. Provides counsel to students regarding financial needs and problems, eligibility, and procedures, and recommends financial aid opportunities.
- Troubleshoots financial aid issues and provides feedback to the student to explain reasons and resolutions.
- Helps students understand the data required for financial aid determinations and the procedures and policies for starting and restarting the financial assistance process.
- Provides resources to help students determine responsible debt loads during their academic career and plans to repay the debt upon graduation based on various factors, including anticipated salary levels associated with chosen professional career choices.
- Works with Veteran Affairs to ensure proper financial aid support for active duty and retired military personnel.
- Ensures that student data and applications document that eligibility requirements are met.

- Develops the program outcomes for the financial aid functional area, monitor the assessment of the outcomes, and develop plans of action for improvement based on the evaluation of those outcomes.
- Facilitates coordination and communication between respective school departments relating to the Financial Aid Office's role in creating a positive student educational experience. Integrates efforts to maximize Financial Aid's role in recruiting, retention, and fundraising for grants and scholarships.
- Is the Chief Compliance Officer regarding the Department of Education, Illinois Board of Education, Veterans Administration, and all other Governmental agencies dealing with Students' Financial Assistance, including International Students. Ensures compliance with State and Federal agency requirements.
- Maintains current knowledge of financial aid policies, procedures, and programs. Attends training/conferences as necessary to keep knowledge current.
- Prepares reports for and submissions to external agencies.

Marketing and Communications

- Collaborates with the Marketing and Communications Officer to plan, organize, and execute the annual marketing and communications plan for recruitment, admissions, and financial aid.
- Provides leadership and participates in the development, revision, and updating of communications, literature, websites, and other marketing and advertising materials, mediums, publications (e.g., brochures, catalog), and forms relating to recruitment, admissions, and financial aid (e.g., financial aid applications, forms used for tracking applications, correspondence forms).
- Provides training and materials to the school staff regarding the financial aid process.
- Collaborates with the Development office to increase donor interest and raise scholarships through the school's strategic fund-raising plan.

Student Affairs

- At the point of matriculation, ensures a smooth handoff to the Registrar in collaboration with faculty.
- Develops mechanisms to ensure excellent service delivery to students from admissions through graduation. Collaborating with the Director of Contextual Ministry - as appropriate - during the student and alum's credentialing process.
- Serves as liaison between Student Advisory Council and Student Affairs.

Other

- Participates on the Academic Dean's Administrative team.
- Serves as a campus coordinator for ADA and Title IX matters.
- Coordinates with internal MLTS resources to get answers to questions promptly.
- Provides regular reporting and updates (e.g., weekly enrollment report, financial and scholarship awards, year-to-year results, and more) to the Leadership Team.
- Develops, maintains, and evaluates the budget and expenses for enrollment, admissions, and financial aid functions.

- Monitors tuition at peer institutions to determine whether MLTS offers a competitive cost of attendance package. Reports tuition trends to the VP of Academic and Student Affairs.
- Position requires off-site travel.
- Provides school administration statistical information on recruitment, enrollment, and financial aid.
- Performs other duties as regularly assigned.

Qualifications

The Senior Director will possess a bachelor's degree and have at least three years of experience, preferably in a higher education environment or an equivalent combination of education and experience. Supervisory experience is desired.

Requirements include familiarity with admissions, student information, and customer relations databases and systems and proficiency with U.S. Department of Education databases and processes. Populi experience is preferred.

The preferred applicant will commit to the importance of theological education and liberal ministry and its missions, be a well-organized problem-solver, and have solid and effective time management and organizational skills in handling multiple projects, priorities, and deadlines. Must be a detail and strategic thinker and a self-starter. This position requires someone who can work independently, exercise high discretion, and collaborate with diverse groups of individuals and situations with a high degree of tact and good judgment. The ideal candidate should demonstrate computer proficiency, including Microsoft Office, fluency with internet applications, and a willingness to learn new applications. The ability to function as a team player in a fast-paced culture, dependability, a sense of humor, and enthusiasm are essential.

Preference will be given to candidates who have knowledge of Unitarian Universalist theology, culture, and practices, although all beliefs are accepted.

HOW TO APPLY

Meadville Lombard Theological School offers a competitive salary and benefits package, including spouse/partner/family insurance options. Meadville Lombard is an Equal Opportunity Employer and encourages women, persons of color, and persons with disabilities to apply. The school is committed to enriching its educational experience through faculty, administration, and staff diversity.

Interested **applicants should submit a cover letter, resume, and diversity statement** (which may include your interpretation of diversity, inclusion, and gender equity and must include specific examples of how your educational and professional experiences, background/philosophy has prepared you for this role) to Philip Pena, Vice President of Finance and Administration, ppena@meadville.edu. Open until filled; apply by **September 11th, 2023**, for best consideration.

The position is based at the Chicago Loop office, conveniently within walking distance of public transportation. We thank all applicants in advance for their interest. However, **ONLY THOSE CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.**