



Enrollment Technology Manager

Franklin College has a full-time opening in the Office of Enrollment for an Enrollment Technology Manager. Reporting directly to the Director of Admissions, the Enrollment Technology Manager will be responsible for the oversight and ongoing implementation of the Customer Relations Management System, Technolutions Slate. Coordinating with campus Information Technology Services, the Enrollment Technology Manager will direct data information flow between Slate and campus constituents or other outside partnerships. The position oversees all data processing, application entry, and CRM administrative duties for admissions and enrollment data analytics.

The Enrollment Technology Manager is also responsible for working with the Director of Admissions and admission staff to build and enhance data-driven admissions CRM processes, resources, and recruitment tools. This position will provide training to use these tools, document these processes, and create materials and records. This position will also handle the execution of the communication flow outlined by the Director of Admissions and Director of Marketing and will work with the Director of Admissions to coordinate application reading and decision processes. Lastly, the successful candidate will also work with the Director of Financial Aid to facilitate and maintain the links between Slate and financial aid systems.

RESPONSIBILITIES:

- Oversees coordination of enrollment technology systems related to the Office of Admissions, primarily Technolutions Slate CRM;
- Maintains detailed knowledge of Slate for the purpose of executing data functions, querying data, and enhancing system capabilities as directed by supervisors;
- Maintains the security and integrity of enrollment management and admissions databases, ensuring accuracy of the data, developing error reports, and fixing data errors and inconsistencies;
- Collaboratively executes raw data transfer to and from internal and external constituents via CSV file uploads, API integration, or other SFTP requirements;
- Builds, updates, and executes new Slate processes and enhancements;
- Executes timely and accurate communication flow and admissions marketing campaigns, including cohort sequences, event invites, decision mailings, and enrolled student materials;
- Works closely with IT Services and institutional research to ensure a clean, secure, and well-maintained database;
- Maintains, supports, and updates all software platforms in the Offices of Admission and Financial Aid, including Slate, PowerCampus, and Argos;
- Consults with IT, Admissions, and Financial Aid personnel regarding functionalities of enrollment technology systems, enabling efficiency across departments;
- Consults with and trains end-users across various campus departments, documenting and maintaining training manuals and materials;
- Manages execution of application processing, reading, and decision communication;
- Other duties as assigned by management.



Qualifications:

- Bachelor's degree from an accredited college or university required; master's degree or coursework in computer science or information systems preferred;
- 2-4 years' previous admissions experience preferred;
- Experience with implementing and/or managing admissions CRMs, particularly Technolutions Slate;
- Experience with relational database management;
- Experience working with large datasets, using exploratory data analysis to ensure data quality and integrity;
- Well-rounded knowledge of higher-education recruitment standards and practices;
- Demonstrated skills in documenting technical processes, writing technical materials in a way that a non-technical audience can understand;
- Excellent verbal, written, and interpersonal skills;
- Ability to adapt to quickly changing environments and self-starter who is comfortable working with people;
- Excellent organizational and multitasking skills;
- Proven record of working collaboratively with staff and internal and external stakeholders;
- Understand workflows and process documentation of how roles are performed;
- Proficiency with Microsoft Office suite software.

Excellent benefits package including: health, life and disability insurance, paid vacation, paid sick and holiday time, retirement plan, and full tuition benefits for employees and their family. Review of applications will begin immediately and continue until the position is filled. Interested candidates should submit a complete application including cover letter, resume and three professional references. – **Click [here](#) to apply** or visit employment opportunities at www.FranklinCollege.edu.

Contact Human Resources with additional questions.

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