The Director of Operations for the MBA@UNC program is a member of the program’s senior management team, reports directly to the Executive Director of MBA@UNC and has substantial independence of administrative authority and discretion in operational issues and allocation of resources. Key roles involve participating in the formulation and execution of strategy for the program; developing, disseminating and monitoring the application of operating policies; overseeing the financial management and human resource management functions; managing and overseeing the program interface with other parts of the university; and managing and overseeing the delivery of immersions and other student events.

**DUTIES AND RESPONSIBILITIES**

- Directs operations for MBA@UNC. Develops operating procedures and policies for program delivery. Negotiates and manages contracts with vendors and suppliers. Develops and manages an overall program budget. Directs the collection and management reporting of enrollment and financial data. Assumes significant fiduciary responsibility by developing, recommending, and implementing financial policies and procedures. Manages all operating expenses to assure that efforts are as cost effective as possible. Prepares quarterly and annual management reports for program revenues and expenses.

- Leads efforts for continuous quality improvement through developing effective operating procedures designed for highest level of customer service for students and faculty in the program.

- Oversees technology and procedural integration with university departments, including university registrar, financial aid and cashier’s office functions. Manages the Registrar/Associate Director of Operations, who is responsible for managing information in UNC’s enterprise system such as courses, sections, student registration, grades and tuition postings, as well as other operations processes such as ordering of books.

- Manages Associate Director of Student Services, who is responsible for student orientation, graduation, immersion weekends and other student services.

- Serves as senior level interface with external services partner.

- Manages program support staff including recruiting, training and performance development plans.

- Serves as Associate Dean’s and Executive Director’s Special Project Manager. Directs the responses for all external surveys used by national and international publications for online MBA rankings. Benchmarks programs versus top providers of online degree programs. Directs the preparation of all marketing and statistical presentations for the School’s Board of Visitors, Faculty, Dean, Chancellor and other university officials, and senior-level corporate partners.
• Serves as liaison for related activities in other areas of the School. Contributes ideas and student feedback to planning efforts. Keeps abreast of industry trends and competitors offerings.

QUALIFICATION AND EXPERIENCE REQUIREMENTS
Master’s degree in a related field (e.g., MBA) or equivalent experience required. Five or more years of experience in university administration or operations management. Managerial experience supervising professional and support staff is preferred. Comfort with managing technology issues. Ability to plan, direct, coordinate and monitor activities of others. Excellent oral and written communication/presentation skills. Strong customer focus. Ability to develop new techniques, approaches and methods and to create innovative solutions. Ability to handle multiple projects with frequent deadlines in a fast paced, high-visibility environment.

TO APPLY
Please send your resume and cover letter to the MBA@UNC Operations Director Search committee at applyoperations@kenan-flagler.unc.edu by Wednesday, April 27, 2011.

*The Kenan-Flagler Business School Online Education, LLC is an Equal Opportunity Employer.*

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