

Director of Strategic Initiatives Partnership Services

Point University is a private liberal arts institution that educates our students within a Christian worldview, so they are equipped to take their faith into the marketplace and all of life while achieving their professional goals. We are training the next generation of Christian leaders to take the cross to more job sites, churches, industries, and nations than ever before.

The Director of Strategic Initiatives Partnership Services serves as a results-driven leader, key contact for current and prospective partners, and students interested in programs/initiatives at Point University. This position is multi-faceted, so the ability to multi-task and produce in high stress environments and experience overseeing department operations is highly encouraged. Possessing leadership traits for developing and managing teams, driving performance, aligning and collaborating with partners (both internal and external) to reach departmental and university-wide strategic planning goals. This position takes proactive (team and independent) initiative in project planning/management and department/university processes. The director monitors and oversees key customer service protocols and metrics for the department and serves as a quality assurance component for the broader organization. Modeling and fostering a culture of innovation, accountability, and high performing customer service excellence are must haves to succeed in this position and in the work environment.

Essential Responsibilities

- Maintains positive university relationships with partnerships, students, and faculty/staff.
- Leads and manages all department operations ensuring alignment with the organization's mission, vision, and strategic planning goals.
- Manages and monitors key performance indicators with partnership contracts/renewals, student experience (recruitment and retention processes), and reports data on partnerships/students. Take positive preventative and/or corrective actions as necessary based on partnership experiences and data.
- Assists VP in developing and executing long-term strategies, budgets, and creative ways to drive team performance, growth of partnerships/students, and refine processes.
- Works collaboratively with other departments in advising current/prospective students and partnerships with university-wide compliance processes, research, and industry best practices. Ensures all policies and procedures are being followed for a smooth student/partnership experience from start to finish.
- Identify opportunities for the development and improvement of support processes, cost efficiencies, and capturing data.
- Assists with the development and implementation of a comprehensive marketing and recruitment plan for supporting partners.
- Creates, supports, and provides departmental/university-wide communications (email blasts, texts, phone calls) on relevant announcements, newsletters, and webpage updates around partnership engagement and student success.
- Serves as primary contact with partners under Strategic Initiatives programs. Facilitates meetings with partner and Point departments as needed. Executes communication pattern to engage and serve partnerships through start and renewal of contracts.

- Maintains departmental shared files and data on institutional effectiveness, positive communication with partners/students, employment verification, and tracking contracts/renewals.
- Assists with department invoices, check requests, and credit card statements.

Required Attributes and Skills

- Bachelor's degree
- 3-5 years' experience in college/university or business setting within a leadership, management, director role, or equivalent (i.e. business relations, account management, sales management, ambassador, communications, etc., etc., etc.)
- Professional demeanor/presentation (both visually and verbally).
- Punctuality and attendance of required meetings as both host and participant (in-person and virtual).
- Strong strategic thinking, excellent organizational skills, and ability to multi-task and prioritize work
- Demonstrated high level of teamwork/collaboration skills, independent initiative, and self-motivation
- Excellent customer service skills, relational/personable skills, and public speaking skills
- Proven track record of managing teams, departmental operations, and complex projects
- Ability to work in a fast-paced, evolving environment under strict time constraints and time-sensitive deadlines
- Strong written and verbal communication skills
- Ability to advise, mentor, and motivate both partners and students
- Excellent computer skills using various internet apps, SIS, CSM, LMS, and power-user with the Microsoft suite (such as Word, Excel, Teams, One Drive, etc.). Must have the ability to learn new technology platforms quickly and perform accurate internet research on the industry
- Ability to work occasional nights, weekends, and travel up to 30% annually (both in-state and out-of-state) to support the university and department of Strategic Initiatives and Partnerships

Preferred

- Master's degree
- Technology skills (user or admin) with Ellucian Colleague, Zendesk, PowerBi, Weave, Coursera, Softdocs/Etrieve, Hubspot, UKG, Canvas, etc.