DIRECTOR OF AFFILIATE RELATIONS

Position Description

Summary
The Director of Affiliate Relations manages the enrollment from existing affiliate programs, oversees the expansion of affiliate relationships, and manages the enrollment from affiliates and continuing education initiatives all in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Director of Affiliate Relations must satisfy the following minimum qualifications:
1. Bachelor’s required, Master’s degree preferred; and
2. Three to five years of sales or relationships management experience required.

Skills and Attributes
The Director of Affiliate Relations must possess the following skills and attributes: energetic; customer-oriented attitude; excellent organizational skills; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communication skills; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position; proven experience in directing and/or coordinating successful marketing programs desired.

Essential Functions
The Director of Affiliate Relations performs the following essential functions:
1. Assists in the expansion of contracted relationships with potential new affiliate partners for the university.
2. Travels to affiliate locations as needed for lead generation and relationship management functions.
3. Oversees project management and provides customer service to personally developed lead organizations directly and/or by redirecting appropriate university resources.
4. Organizes and oversees recruitment of students quarterly for affiliate and continuing education programs.
5. Works in conjunction with marketing to direct, develop, and implement direct marketing efforts for affiliate relationships, personally developed leads and continuing education initiatives.
6. Maintains thorough knowledge of the objectives, requirements, and content of all programs offered by NAU in order to provide accurate information to prospective students.
7. Assists with resolving student enrollment issues as needed.
8. Works with central academics and Registrar to improve transfer processes and to address articulation issues to improve the services the university provides to its academic partners and their students.

9. Complies with all university and federal regulations.

10. Tracks and monitors assigned applicants through the pre-enrollment process. Follows up with all new enrollments to ensure retention.

11. Coordinate with affiliated organization contacts regularly and interact positively with client and NAU staff.

12. Meets with affiliate partners to develop and implement curriculum development projects and provide strategic planning for project implementation.

13. Assists in conducting weekly affiliate partner project meetings. Manages team members/meeting participants in achieving project goals and meeting curriculum development deadlines.

14. Performs other duties as assigned.

**Required Work Hours**

A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours is required.

**Reporting and Supervisory Responsibilities**

1. The Director of Affiliate Relations reports to the President of External Relations and Strategic Initiatives.

2. This position has supervisory responsibilities for the following:
   a. Strategic Initiative Specialists

**Physical Requirements**

The Director of Affiliate Relations must be able to speak, hear, see, read, write, type, dial, reach, and bend.

**Travel**

Extensive travel, including international airline travel and overnight stays, may be required.