

**Max M. Jackson, M.Ed.**  
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## **Executive Summary**

Experienced Undergraduate Admissions and Student Affairs professional with 12 years of skill in an administrative and leadership capacity, within a university setting. Proficient counseling students, who learn differently, about college admission. Conscientious of recruitment, admission, enrollment, retention, and professional development initiatives within the field of Higher Education.

## **Work Experience**

**Sep. 2012 – present:**                      **The University of Arizona SALT Center, Admission and Recruitment**  
*Coordinator, Admission and New Student Enrollment*

- Coordinate the application process in a paperless administrative environment
- Update the SALT Center website's application and recruitment event information regularly
- Determine whether applications are ready for admission review; interview applicants as needed
- Read learning disability documentation and make SALT Center admission decisions
- Ensure all post-acceptance enrollment steps are completed by candidates
- Co-coordinate and co-facilitate SALT Center Enrollment Events (Orientation)
- Manage Waiting List process and related communications
- Collaborate with Student Affairs Systems Group (SASG) to build, test, and deploy enrollment data reporting tools
- Suggest, deploy, and test enhancements for two SALT Center online applications with SASG
- Meet with prospective students frequently for general information sessions
- Represent SALT Center browse tables at national and local events
- Conduct general information presentations at the SALT Center, on campus, or at high schools
- Mentor 15 SALT Center Student Ambassadors
- Identify Ambassador work opportunities, compile monthly work lists, and hold monthly team meetings
- Participate monthly on the College Relations and Orientation Advisory committees
- Attend SALT Center Scholarship, Marketing, and the SSRI, Diversity and Inclusion committee meetings

**May 2011 – Sep. 2012:**                      **University of Arizona Office of Undergraduate Admissions Recruitment**  
*Office Specialist, Call Center Supervisor*

- Supervised and mentored a staff of 28-30
- Directed a high-volume, inbound and outbound, thirteen-line call center
- Chaired a hiring committee to hire new staff
- Trained staff for phone calls to assist new applicants through the admission process
- Provided feedback and professional development opportunities for staff as needed
- Managed the call center calendar of staff schedules
- Transferred, directed, and answered questions over the phone as appropriate
- Answered questions over IM and in-person from staff and the general public
- Investigated complex application, document processing and website questions

**Aug. 2006 – May 2011:**                      **University of Arizona Office of Undergraduate Admissions Processing**  
*Credentials Evaluator, Sr.*

- Examined and evaluated both high school and college-level coursework of students applying for undergraduate admission, determining if students met UA's undergraduate criteria or guidelines
- Provided Transfer Credit Articulation support for the Office of the Registrar
- Communicated routinely with the Office of the Registrar regarding pre-1988 coursework and access to archived record information
- Engaged with Re-Admit applicants to determine if they left in good standing and if coursework taken outside UA satisfied admission guidelines in a major based on that college's Re-Admit criteria.

**Oct. 2002 – May 2006:**                      **Teletch Facilities Management, Tucson, AZ**  
*UPS Preferred Customer Associate*

- Served as a corporate liaison for preferred account holders with UPS; some of whom were Fortune 500 companies
- Tracked shipments, provided billing adjustments, traced lost packaged, initiated loss/damage claims
- Built customer loyalty by making conscientious efforts to understand each account holder's unique service needs, communication style, and distinctive business processes

## **Education**

**Jun. 2016 – Present:**                      **Northern Arizona University (In-progress)**  
*Doctor of Education in Educational Leadership (Community College/ Higher Ed. focus)*

**Jan. 2012 – May 2016:**                      **Northern Arizona University**  
*Master of Education in Educational Leadership (Community College/ Higher Ed. focus)*

**Jan. 2006 – Dec. 2011:**                      **The University of Arizona**  
*Bachelor of Arts in Art History*

**Aug. 2000 – Dec. 2001:**                      **Eastern Arizona College**  
*Undecided - General Education*

## **Professional Skills and Knowledge**

- Highly educated about: University Student Affairs, Dean of Students code of conduct, and FERPA
- Eleven years of experience with Undergraduate Admission, Recruitment, and Credentials Evaluation
- Keen acumen regarding Neuropsychological Evaluations, IEPs, 504 Plans, and various other learning disability testing, statements, documentation, and learning and attention challenges at large
- PeopleSoft and CRM Technolutions (*Slate*) systems expertise
- Supervisory experience and the ability to manage a high volume of email
- Transfer Credit Articulation knowledge
- Event planning and coordination
- Public speaking capability via working at: college fairs, high school events, symposiums, and conferences
- Informed on processes surrounding business travel, including expenses, authorizations, and motor pool procedures
- Experienced with building security measures and emergency response procedures

## **Leadership Attributes**

- Clifton Strengths, (Signature Themes): Input, Strategic, Achiever, Individualization, Communication
- Belbin Team Inventory Method:
  - Action-Oriented Role: 'Implementer,' Able to translate ideas into concrete tasks and implements them
  - People-Oriented Role: 'Team Worker,' Co-operative, mild, perceptive, diplomatic, builder, averts friction
  - Cerebral Role: 'Plant,' Unorthodox, imaginative person with an independent outlook

## **Professional Associations**

- Learning Disabilities Association (LDA)
- National Association for College Admission Counselors (NACAC)
- Rocky Mountain Association for College Admission Counselors (RMACAC)

## **References**

**Jeremiah Webb,**  
**Years Known: 12**  
Senior Academic Advisor II  
The University of Arizona  
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**Deb Evano,**  
**Years Known: 6**  
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**Dr. Rudy M. Molina, Jr.**  
**Years Known: 5**  
Associate Vice Chancellor  
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