**Director of Operations**

**American** **English** **Institute** **(AEI)**

**Posting: 15461 I**

**Location: Eugene**

**Closes:** **Open** **Until Filled**

**Note: UO Employees Only**

The American English Institute seeks an experienced manager for the position of Assistant Director of Operations. The University of Oregon is a world-class public teaching and research university of 24,500 students located in Eugene. UO is one of only two AAU universities in the Greater Northwest.

The American English Institute (AEI) is a self-supporting academic unit whose primary purpose is to teach English to international students. It is a critical component of the University’s rapidly expanding international mission. AEI is housed in and reports to the College of Arts and Sciences (CAS) and is fully accredited by the Commission on English Language Program Accreditation (CEA).

AEI currently offers three major academic programs: the Intensive English Program (IEP), the American English for International Students (AEIS) program, and the eLearning program. IEP provides intensive English language training to 1,500 conditionally admitted as well as non-matriculating undergraduate and post-baccalaureate students. AEIS provides credit-bearing classes to 1,300 fully matriculated students in order to improve their English language communication and prepare them to work in an American academic setting. eLearning provides both online and hybrid online/on-site training to 1,200 teachers of English in dozens of countries around the globe. In addition, AEI offers sponsored programs for international students, teachers, scholars, and professionals; and engages in research related to language acquisition and ESL teacher training, enjoying longstanding ties with the Department of Linguistics. AEI has a faculty of over 100 instructors, of whom over 70 are career non-tenure track instructors, and a staff of approximately 25.

The AEI Director of Operations position leads and manages all non-academic support functions of the AEI including the AEI Offices of Finance, Student Admissions and Records, Marketing and Alumni Relations, Facilities, Information Technology, and Human Resources through direct reports. Reporting to the AEI Executive Director, this position provides senior planning and decision-making support to the AEI and the AEI Executive Director and serves as a member of the AEI Executive Committee. We seek candidates with demonstrated potential to contribute positively to the University of Oregon’s diverse community.

**30 % AEI Operations Units Leadership**

* Provide direct supervision for the direct reports in each of the AEI Operations units.
* With input from the AEI Executive Director, recruit, hire, evaluate, and manage direct reports.
* Create a professional work environment and provide professional development opportunities to retain high caliber direct reports and staff.
* Provide backup for unit manager functional responsibilities if required.
* Ensure that the AEI support units deliver the highest standards of customer service to the AEI faculty, staff, and students; CAS and University officials; and external government, educational, and non-profit organizations important to the success of the AEI and the University.

**20% AEI Finance and Compliance Leadership**

* Supervise the development of the AEI annual budget, forecasts of future performance against budget, and analyses of actual performance against budget for all AEI academic programs and units.
* Ensure that AEI Strategic Plan funding is allocated according to the Plan and incorporated into the overall budget. Have ultimate responsibility for financial analysis and, as part of the AEI Executive Committee, engage in long-term planning related to the AEI budget.
* This includes the evaluation of new academic and sponsored group programs, proposed additions to the AEI budget, and the reallocation of resources within the AEI budget based on changing priorities.
* Coordinate and ensure responses to inquiries emanating from the AEI Executive Committee, CAS, and University officials regarding non-academic issues in a timely fashion.
* Ensure compliance with University financial, budgetary, and internal control policies and procedures across all AEI programs and ensure that existing budget procedures within the AEI provide transparency with regards to University guidelines and procedures.
* Interpret University, US Government, CAS, and AEI financial and budget policies for the AEI Executive Director, faculty, and staff as required.
* Ensuring AEI compliance with all US Government financial regulations and policies related to grants/contracts, university-based international programs, and English language programs.

**15% AEI Professional Development & Team Building for Non-Academic Personnel (OA and staff)**

* Provide coaching, guidance and support, and be responsible for professional development plans to assist AEI Officers of Administration and staff to reach their full potential through the performance management process.
* Provide for appropriate career building and professional development activities to ensure a climate of growth for all employees in the AEI.

**15% AEI Leadership Team Responsibilities**

* Participate as a member of the Executive Committee.
* Work collaboratively with the University and CAS central administrative offices to report AEI financial data in a complete, timely, and transparent manner.
* Communicate and present AEI financial and budget information to the Executive Committee, AEI Executive Director and CAS to support the AEI Strategic Plan, new marketing initiatives, and new program offerings.
* Regularly assess the effectiveness and appropriateness of current AEI financial policies and budget allocations and ensure the efficient deployment of resources.

**15% Information Technology (IT) & Facilities Management**

* Oversee planning, implementation, maintenance, and operations of information technology within the AEI; ensuring compliance with CAS and University policies and guidelines for the deployment and use of information technology.
* Work collaboratively with AEI faculty leaders in AEI academic programs requiring IT services and support.
* AEI facilities planning and facilities management.
* Work with the University and CAS to create and implement a long-term AEI Space and Facilities Master Plan.
* Responsible for space management, space renovation, and budgets associated with the use and rental of space; ensure compliance with all CAS and University guidelines on the use and access to AEI space, including security and safety of all AEI faculty, staff, and students in AEI spaces.

Salary Range: $80,000 - $100,00.

Required Qualifications:

* Must be a current UO employee.
* Bachelor's degree from an accredited institution.
* At least three years of experience managing, leading, and supervising a university business-related or operations-focused function with multiple business or functional units and employee supervision.
* Experience with the oversight of sponsored research, grants, and contracts.

**Professional Competencies:**

* Demonstrated ability to create an effective management team and lead this team to planned results.
* Strong evidence of ability to set operational goals from strategic plans and lead work units in accomplishing these strategic goals and initiatives.
* Demonstrated ability to oversee and manage a finance and accounting function responsible for multi-million dollar annual revenue and strong quantitative (financial, accounting and statistical) skills.
* Ability to analyze systems, processes, and procedures, and recommend constructive changes.
* Excellent interpersonal, oral and written communication skills.
* Ability to perform a variety of complicated tasks simultaneously and to work independently in a highly visible, fast-paced, deadline-oriented office.
* Ability to take an effective leadership role in all non-academic support functions.
* Ability to work with others and create a collaborative environment.
* Ability to handle conflict and difficult situations in a professional manner, and to achieve consensus.
* Ability to maintain absolute confidentiality and integrity, attention to detail, and accuracy in all facets of activity.
* Familiarity with FERPA, basic immigration policies, and other basic laws relevant to successful oversight of AEI staff and operations.
* Experience working in an environment with international students and/or faculty and staff.
* Familiarity with and sensitivity to academic practices and traditions.
* Willingness to engage in ongoing professional development and training opportunities both on and off campus.

**Preferred Qualifications:**

* MBA or Master’s degree in a closely related field (e.g. Business Administration, Human Resources).

Position is subject to criminal background check.

**Application Procedures:**

To ensure full consideration, please submit applications materials by noon on January 8, 2015. The position will remain open until filled. All communications will be treated confidentially. Nominations, inquiries, and applications (including a cover letter, resume and the names of five references) should be directed electronically to [employment@cas.uoregon.edu](mailto:employment@cas.uoregon.edu) Please put “AEI Director of Operations” in the subject line. Please also save your complete application as a PDF titled LASTNAME\_FIRSTNAME.pdf

The University of Oregon is an equal opportunity, affirmative action institution committed to cultural diversity and compliance with the ADA. The University encourages all qualified individuals to apply, and does not discriminate on the basis of any protected status, including veteran and disability status.