**Director - Solution Center**  
**University of Massachusetts Lowell**

The Solution Center will be located in University Crossing. This state-of-the-art facility is a multi-purpose, student support complex that will create, facilitate and promote student interaction, campus engagement and academic success by bringing together major student support areas such as Enrollment Services, Student Affairs, Career Services and International Student Services.

The Solution Center offers integrated student services to support the financial aid, registration and student billing functions, creating a multi-service operation in this new space. This new center represents an opportunity for the University to promoting a culture of student service by assisting students in a single location with professional staff uniquely trained to render full-service assistance and excellent customer service. The Solution Center will deliver online self-service, face-to-face service, email service and service via a call center.

The Director will be responsible for providing leadership and full management of The Solution Center. The Director will hire, train and supervise professional and support staff responsible for delivering quality student service. Other primary responsibilities include fostering a strong culture of student services, team-building, direction and goal setting of The Solution Center, implementation of policies and procedures, providing interpretation and compliance of various academic policies, federal/state and institutional policies, ensuring timely and accurate information through various communication strategies, and leading continuous improvement in the delivery and experience of student services through the use of technology and staff.

**Minimum Qualifications:**
- Bachelor’s degree
- Seven to ten years of progressive experience in one of the three main functional areas, including three to five years of supervisory experience
- The ability to work effectively with diverse groups
- Strong computer skills in Microsoft Office Suite, publishing and databases
- Strong organizational skills and flexibility to adjust to changing priorities
- Strong oral and written communication skills

**Preferred Qualifications:**
- Master’s degree preferred
- PeopleSoft Campus Solutions experience preferred
- Must have technology knowledge and understand the importance of the technology to delivery of enrollment services
- Demonstrated success in service delivery and problem solving
- Advanced problem identification, critical thinking, and problem solving skills
- Good judgment and solid decision-making ability
- Collaborative abilities

Interested applicants should apply online at [https://jobs.uml.edu](https://jobs.uml.edu). Review of applications will begin immediately and continue until the positions are filled. However, the position may close when an adequate number of qualified applications are received.
The University of Massachusetts Lowell is committed to increasing diversity in its faculty, staff, and student populations, as well as curriculum and support programs, while promoting an inclusive environment. We seek candidates who can contribute to that goal and encourage you to apply and to identify your strengths in this area. The University of Massachusetts Lowell is an EO/AA/IRCA/ADA employer.