



**MARKETING STRATEGY ACCOUNT LEAD, HEALTH CARE PORTFOLIO  
NOVA SOUTHEASTERN UNIVERSITY**

**Location – Flexible/Remote (Florida Preferred)**  
[Nova Southeastern University](#)



The Aspen Leadership Group is proud to partner with Nova Southeastern University in the search for a Marketing Strategy Account Lead for NSU's Health Care Portfolio.

The Marketing Strategy Account Lead for Health Care will develop, create, and implement data-driven marketing strategies and campaigns that encompass a variety of digital and traditional marketing techniques including advertising, digital lead generation, paid social media, relationship marketing, managed content, and other current communications practices to produce demonstrated, quantitative performance measures and results against defined business outcomes. The Marketing Lead will oversee an account that includes oversight of digital lead generation advertising campaigns for NSU's eight medical and health care related colleges as well as developing marketing strategies and promotional support for its burgeoning clinical operations, NSU Health. The Marketing Lead will partner with senior university officers, deans, vice presidents, and enrollment managers as well as with partner agencies to lead all efforts in the development, implementation, and measurement of integrated marketing campaigns across paid, owned, and shared channels.

Nova Southeastern University (NSU Florida) is top-ranked, private national research university, providing high-quality professional educational and research programs at the undergraduate, graduate and professional/doctoral degree levels. At NSU, students don't just get an education, they get the competitive edge they need to contribute and lead in their careers, their community and their personal lives. Established in 1964, the university includes 15 colleges, the 215,000-square-foot Center for Collaborative Research, the private JK-12 grade University School, the world-class [NSU Art Museum Fort Lauderdale](#), and the [Alvin Sherman Library, Research and Information Technology Center](#), one of Florida's largest public libraries. NSU students learn online and at campuses in Fort Lauderdale, Fort Myers, Jacksonville, Miami, Miramar, Orlando, Palm Beach, and Tampa, Florida, as well as San Juan, Puerto Rico. With nearly 200,000 alumni across the nation and globe, the reach of the NSU community is worldwide. Classified as having "high research activity" by the Carnegie Foundation for the Advancement of Teaching, NSU is one of only 50 universities nationwide to also be awarded Carnegie's Community Engagement Classification, and is also the largest private institution in the United States that meets the U.S. Department of Education's criteria as a Hispanic-serving Institution. Please visit [www.nova.edu](http://www.nova.edu) for more information.

Nova Southeastern University's Division of Public Relations, Marketing, and Creative Services is dedicated to representing, promoting, and serving the university. The division oversees all marketing and promotional communications projects for the university and is responsible for NSU's overall brand management and advertising. Public Relations, Marketing, and Creative Services devotes its diverse talents in strategic planning, marketing and advertising campaign management and metrics, design, writing, digital, web and other creative services, as well as in public relations, influence campaigns, social media, internal communications and crisis counseling to bring projects and campaigns to life in order to meet visibility, enrollment, fundraising, and university goals.

## REPORTING RELATIONSHIPS & LEADERHIP ROLE

The Marketing Strategy Account Lead for Health Care will report directly to the Vice President of Public Relations, Marketing, and Creative Services, Kyle Fisher, and will be expected to be capable of leading, managing, and presenting NSU marketing and advertising strategies and performance updates to the college deans and other senior officers of the university.

Together, the health care portfolio represents about half of NSU's total student enrollment and revenue earnings and, in many ways, is the "tip of the spear" in demonstrating NSU's emerging role as a preeminent national research university and, thus, is the lynchpin in the president's goals for the university's five-year strategic plan, *Vision 2025*. The Marketing Lead and their ability to apply best-practice marketing strategies and campaigns to achieve college and university goals for visibility, enrollment and fund-raising returns will be a major contributor to the PR/Marketing "scorecard" in the coming years.

Therefore, the two-year growth plan for the PR/Marketing division includes projected funding in Fiscal Year 2022 (July 1, 2021-June 30, 2022) to bring on an additional, full-time marketing professional—an Assistant Marketing Strategy Account Lead (Health Care)—to report directly to this Marketing Lead, who would assist in the recruitment, hiring, and training of this second marketing professional to support the health care portfolio.

## PRINCIPAL OPPORTUNITIES

*NSU is at a point where we are growing opportunities to leverage paid and organic marketing strategies to grow the pool of qualified inquiries and applicants into our undergraduate and graduate/professional programs. With higher education in a tumultuous time, a candidate who demonstrates a track record in planning, creating, and managing data-driven, results-oriented lead generation campaigns, along with a strong capability in branding, relationship marketing, client relations, outcomes assessment, and project management will be essential. The Market Lead will work autonomously and frequently with vice presidents, deans, and university top officials to provide marketing counsel and enhance the university's ability to apply best-practice marketing strategies to solve problems and realize opportunities, while tracking and presenting quantifiable measures of its marketing performance and investments.*

*This position is ideal for a seasoned higher education marketing professional who is able to deliver best-practice marketing and advertising techniques—with quantifiable impact—within the health care portfolio of a major national research university. NSU is climbing the rankings charts and is poised to be recognized as a preeminent university in coming years, particularly in medicine, health care, psychology, and marine/environmental sciences. Recent successes have convinced the NSU President and many of the deans and vice presidents that a disciplined approach to strategic marketing practices can be a profitable and potent game-changer at NSU. But we need an accomplished team of marketing experts, leaders, and motivators to help us roll out this new culture across the university and its health care entities. The successful candidate will help cement NSU's position on the national map—the stage is set for the right champion to help us climb the next mountain.*

—Kyle Fisher, Vice President, Division of Public Relations, Marketing, and Creative Services

## PRIMARY RESPONSIBILITIES

The Marketing Strategy Account Lead, Health Care Portfolio will

- lead the development and execution of marketing strategies, communications initiatives, and go-to-market plans that drive enrollment, fundraising, visibility, and reputation results with measurable KPIs;
- analyze data, insights, and best practices to create comprehensive marketing plans with clear objectives, effective use of brand positioning, and a targeted action plan that connects with target audience segments and markets to produce desired results;
- collaborate with internal and external partners to develop campaigns and media plans;
- research market trends, competitor positioning, and opportunities to develop stronger plans;
- own the marketing scorecard to track, assess, and improve Return on Investment and Return on Advertising Spends for respective accounts and campaigns;
- proactively seek to understand the impact of all marketing efforts on the business (for both their accounts and for the university as a whole) and work to make comprehensive recommendations for continuous improvement;
- leverage and improve web, social, and digital presence, user engagement and functionality to maximize SEO, increase search rankings, integrate marketing and digital campaigns for lead generation, and boost marketing results;
- perform as an exceptional advocate and leader for the PRMC division and serve as an effective representative of the university with key internal and external publics, being well versed in key priorities and key messages across the university landscape;
- keep key stakeholders updated on marketing plans and performance, and participate in strategy discussions and leadership meetings and present strategy/metrics/reports to key stakeholders;
- develop project and campaign strategies, proposals, budgets, and timelines. and keep campaigns on time and on budget with strong ROI/ROAS;
- manage databases, including CRM of record, to effectively target and segment audiences for more effective marketing results based on demographics, personas, and/or channels;
- seek out, listen for, and be attuned to new opportunities that will impact reputation and partners with communications counterparts;
- collaborate with internal marketing team members in PR/media relations, creative services, digital, and public relations to bring the best solutions and expertise to the client;
- develop relationships and strategies to enable the division to produce even more cost-effective and powerful results for our accounts and the university as a whole; and
- adhere to consistent brand standards and core values.

## KEY COLLEAGUES

**Kyle Fisher, B.A.**

**Vice President, Division of Public Relations, Marketing, and Creative Services**

Kyle Fisher, B.A. is Vice President for NSU's Public Relations, Marketing, and Creative Services and is part of NSU's senior management team. Fisher provides strategic and integrated public relations counsel, planning, and leadership in the areas of branding, institutional visibility, enrollment marketing, advertising, Web and social media, internal communications, advancement communications, crisis communications, and public relations. She and her team are responsible for defining NSU's brand strategy and building mutually beneficial and lifelong relationships with internal and external audiences in order to advance the university's strategic goals, mission, and vision. Key priorities include collaborating with university officers, deans, and enrollment managers to attract and enroll qualified prospective students

to NSU's bachelor's, master's, doctoral, and professional degree programs and partnering with NSU's Division of Advancement and Community Relations to promote NSU's recently launched philanthropic campaign, Realizing Potential, the largest such campaign in the university's history.

A true believer in lifelong learning, Fisher is certified in SCUBA and the flying trapeze. Other hobbies include high-performance driving on road tracks, travel, horseback riding, and an obsession with mystery novels and movies (and movie gossip).

**Brandon L. Hensler, M.S., APR**

**Executive Director, Division of Public Relations, Marketing, and Creative Services**

Brandon L. Hensler, M.S., APR, is the Executive Director of the Division of Public Relations, Marketing, and Creative Services for NSU. In this role, reporting to the Vice President, he co-manages the planning and execution of the university's strategic branding and integrated marketing communications plan, and leads the marketing communications management team. In addition, he performs public relations and executive communications for the Office of the President; measurement of the division's paid, earned, and owned media initiatives; and manages the overall budget for the Division of Public Relations, Marketing, and Creative Services.

Hensler previously served as Interim Executive Director of University Relations, Director of University Relations, and Associate Director of Public Affairs for NSU. Prior to joining the university, he was the Director of Communications for the ACLU of Florida, a statewide non-profit legal/advocacy organization based in Miami with offices throughout the state. He oversaw the organization's media relations, public relations and advertising strategies, and served as the organization's bilingual spokesperson locally and nationally. Prior to the ACLU, Hensler worked for *PR Newswire*, a New York-based international news organization.

Hensler serves on the Board of Directors for Junior Achievement of South Florida, where he sits on the executive committee, chairing the marketing committee. A graduate of Leadership Broward Class XXX, he serves on their Board of Directors and co-chairs their annual Profiles in Leadership Black-Tie Gala. He is also on the Board of Directors of Florida Bulldog, an independent, non-profit, fact-based investigative journalism outlet. He previously served as a county commission-appointed board member on the Broward County Human Rights Board, and is a past-president of the Public Relations Society of America's Greater Fort Lauderdale Chapter. Hensler is a founding member of NSU's 1964 Legacy Giving Society and was a founding member of the Downtown Fort Lauderdale Transportation Management Association's Sun Trolley Foundation Board. He has also served on the Board of Trustees of the Miami University "1809" Alumni Association.

Hensler holds an M.S. in Conflict Analysis and Resolution from NSU's Halmos College of Arts and Sciences, and a B.A. in International Studies/Latin American Studies from Miami University (Ohio). A past honoree of the South Florida Business Journal's prestigious "40 Under 40" award, he is accredited in Public Relations by the Universal Accreditation Board and is certified as a Lean Six Sigma Yellow Belt. He was recently honored by Leadership Broward Foundation as an honoree of their prestigious "Fun Lunch" award. He is bilingual in English and Spanish and is a proud NSU Shark.

**Heather Holliday**

**Director, Enrollment Marketing Strategist & Writer**

Heather J. Holliday, Ed.D., serves as a Director of Enrollment Marketing and Strategy in NSU's Division of Public Relations, Marketing, and Creative Services. In this role, she applies her 20+ years of higher education marketing experience to the planning, development, and execution of enrollment marketing and communication campaigns for the university. Holliday studied Marketing and Economics as an undergrad at the University of Florida before pursuing her master's in Integrated Communications (Advertising and Public Relations) at Florida International University. From there, she began her career

at Nova Southeastern University's Fischler College of Education, where she also earned her doctorate in Higher Education and Organizational Leadership.

### **Tara Probeck**

#### **Director of Creative & Digital Communications**

Tara Probeck, B.S. is the Director of Creative and Digital Communications for Nova Southeastern University. She has spent the majority of her career in higher education, with a focus on creating multi-faceted campaigns for undergraduate and graduate admissions to meet enrollment goals. Probeck is a big picture thinker who seeks unique ways to deliver action-oriented content. Her passion is storytelling through visuals, powerful videos, and dynamic content.

Probeck is responsible for leading a team of web, creative, and content marketing professionals; developing integrated communication and advertising campaigns; collaborating with a range of clients; evaluating the effectiveness of campaigns; elevating brand awareness; and researching new trends to engage prospective students.

Probeck and her team are committed to making an impact in a competitive higher education market, from immersing in digital strategy and content development to managing integrated digital and advertising campaigns.

While collaborating with her NSU colleagues is her primary focus by day, Probeck also enjoys cooking, baking, traveling, and spending time with her golden retriever-cocker spaniel puppy, Perkins.

## **PREFERRED COMPETENCIES AND QUALIFICATIONS**

Nova Southeastern University seeks a Marketing Strategy Account Lead, Health Care Portfolio with

- marketing experience including marketing campaign experience;
- experience developing user-friendly dashboards to interpret data;
- experience leveraging social media channels and digital marketing strategy;
- a demonstrated ability to manage multiple, complex projects on time and on budget, demonstrating results against Key Performance Indicators or success measures;
- demonstrated success in and an understanding of executing cross-channel marketing tactics to drive consumer engagement such as social and digital media, marketing automation/CRM, content creation, and website management;
- proven project management experience trafficking projects from concept to completion with key team members including clients, decision-makers, writers, designers, digital managers, and external agencies/vendors;
- experience planning and delivering CRM and sales strategies across the business line encouraging consumer engagement and loyalty;
- experience developing direct communications with new and repeat customers through use of the CRM and sales promotion activities including recruitment or fundraising events and promotions, use of regular direct marketing and/or email blasts, text messaging, social outreach, etc.;
- general knowledge of business and management principles involved in strategic planning, resource allocation, budgeting, human resources modeling, leadership technique, production methods, and the coordination of people and resources;
- thorough knowledge of principles and methods for describing and promoting programs and services in order to achieve desired outcomes with limited supervision;
- thorough knowledge of principles and methods for researching and analyzing data used for describing, promoting, and selling services;

- thorough knowledge of media production, visual, verbal, and interactive communication, and dissemination techniques and methods including alternative ways to inform and persuade via written, oral, and visual media;
- thorough knowledge of digital media production, communication, and dissemination techniques and methods including alternative ways to inform and persuade via digital, web, and social media;
- advanced skills in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems;
- advanced skills in considering the relative costs and benefits of potential actions to choose the appropriate one;
- advanced skills in persuading others to change their minds or behavior;
- advanced skills in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions;
- advanced skills in understanding the implications of new information for both current and future problem-solving and decision-making;
- advanced skills in managing one's own time and the time of others;
- advanced skills in being aware of others' reactions and understanding why they react as they do; and
- expert skills in talking to others to convey information effectively.

A bachelor's degree is required for this position as is four (4) to seven (7) years of experience in marketing and running a marketing team.

### **DIVERSITY, EQUITY, AND INCLUSION**

Nova Southeastern University is a majority-minority institution, with students from at least 116 countries around the world. Diversity is one of NSU's Core Values, which permeates all that it does, and also reflects its student body. NSU has been consistently recognized for its diversity. But at NSU, diversity is about so much more than a person's ethnic background or the color of their skin. Inclusiveness is a cornerstone that makes the NSU campus and the lives of those touched by the university much richer. This foundation has been with NSU for its first 50 years, and will continue to guide it into the future.

As a majority-minority institution, and as a university recognized as a Hispanic Serving Institution (HSI) (defined in Title V of the Higher Education Act as not-for-profit institutions of higher learning with a full-time equivalent (FTE) undergraduate student enrollment that is at least 25 percent Hispanic), NSU's community includes multiple cultures and perspectives. As such, it finds itself with the unique opportunity to invite all members of the community to learn from and appreciate others and to create a learning community that exemplifies inclusiveness and respect for diversity.

### **SALARY & BENEFITS**

Nova Southeastern University offers a competitive salary and benefits package.

### **LOCATION**

Nova Southeastern University's core PR and Marketing senior leadership and creative teams are located at Museum Plaza in Fort Lauderdale, Florida. There will be the opportunity for the Marketing Lead to have flexible office space at the main campus where they can have more immediate, personal access to the

health care deans, faculty, and enrollment managers. NSU will consider remote and/or flexible working arrangements, with a preference for residency in Florida.

#### **APPLICATION INSTRUCTIONS**

All applications must be accompanied by a cover letter and résumé. ***Cover letters should be responsive to the mission of Nova Southeastern University.*** Review of applications will begin immediately and continue until the successful candidate has been selected.

*To apply for this position, visit:*

[Marketing Strategy Account Lead, Health Care Portfolio, Nova Southeastern University.](#)

*To nominate a candidate, please contact Anne Johnson:*

[annejohnson@aspenleadershipgroup.com.](mailto:annejohnson@aspenleadershipgroup.com)

*All inquiries will be held in confidence.*