

ROBERTS WESLEYAN UNIVERSITY
Job Description

Job Title:

Enrollment Data Specialist & Office
Manager

Department:

Adult & Graduate
Enrollment

Reports To:

Director of Operations

Written/Revised:

May 13, 2024

Status

Non-Exempt, full-time

Job Objective:

- Serve as the primary point of contact for the Slate Customer Relationship Management (CRM) system within the Adult and Graduate Enrollment (AGE) admissions department. This includes creating and updating prospective student records, supervising student workers in this work, and fielding questions from the AGE team.
- Implement and manage all processes related to AGE admissions documentation, and serve as a resource for Enrollment Coordinators, AGE recruiters, and representatives from other offices on campus that interface with the AGE admissions office.
- Manage office functions and serve as point of contact for the AGE team in regards to office supplies, work orders, scheduling, etc.
- Supervise student worker(s) and assign tasks that are relevant to their professional development.

Job Responsibilities:

- Data Management
 - Manage AGE-admissions “vanity” email and forward, file, process, or respond as appropriate
 - Interface with the CRM, either directly or through the management of student workers -
 - Create new record for all first-time inquiries not submitted through the CRM
 - Update existing records in CRM as AGE admissions components are received
 - Open and sort all incoming mail -
 - Process application components (transcripts, essays, resumes, etc.) using CRM and Docuware
 - Distribute other mail to correct mail boxes in workroom
 - Verify and initiate processing (uploading to Docuware) of incoming admissions documents. Keep abreast of university and department policies and procedures and how they relate to the flow of AGE admissions documents and processes.
 - Assist in updating the Program Tracker system and demonstrate expertise using this system as part of the department’s strategy to ensure accurate data and AGE program information.
 - Produce reports as necessary, using a variety of systems and interfaces
- Office Management
 - Serve as point person for office supply purchases and maintain supply budget line using spreadsheet provided
 - Submit monthly copier counts
 - Submit facilities requests as needed
 - Monitor and update AGE calendar and team schedule

- Schedule meetings and submit room reservations upon request
- Contribute to process improvement discussions
- Oversee work of student workers, volunteers, and Time as Reported (TAR) employee(s), as needed
- Follow and add to AGE admissions procedural manuals
- Develop and maintain collaborative relationships with enrollment partners (e.g. Registration, Student Accounts, Financial Aid, Marketing, etc.) and University partners (HR, mailroom, facilities, etc.)
- Maintain confidentiality as required by FERPA and appropriate data integrity standards
- Perform other duties as assigned by the Director of Operations or Executive Director.

The approved rate of pay for this position is \$18.00 - \$18.50/hr

Preparation and Training

Bachelor's degree (strongly preferred)

Experience

- 3-5 years professional business experience
- Excellent skills in MS Office (specifically Word and Excel) and Google Office applications with the technical acuity necessary to effectively learn new applications specific to the role.
- Previous experience with a customer relationship management system is strongly preferred.
- Effective communication skills with proactive customer service expertise
- Significant organizational and interpersonal skills and high attention to detail with the ability to manage data quickly and accurately
- Ability to multi-task and handle frequent interruptions in a professional manner

Consequence of Error

Errors on the job will result in loss of enrolled students and loss of primary revenue for the university.

Confidential Data:

This position requires a high level of confidentiality and the ability to keep information and personal matters confidential.

Mental/Visual Demand and Physical Effort:

The position requires the ability to organize and manage numerous tasks throughout the day and can expect frequent interruptions. Employees will be required to occasionally move and carry displays and materials.

Work Location:

Primarily in person