Application Processor and Data Analyst
Technology Services

Position Summary: Responsible for the processing of all application materials for prospective students, including communicating with students and reporting to counseling team with status of applications from initial submission to enrollment. During off-season for application processing, assist with the development of operational efficiencies. Work with fellow staff to develop forms, build reports and dashboards, and improve college processes in key departments to improve student experience.

Qualifications: Experience requirements include: 2+ years in an office setting, strong data entry skills, and strong capability in the use of Microsoft Office and/or Google Suite. Experience with Salesforce, Data Loader, Form Assembly, Conga, and other cloud-based data transformation tools, especially in an administrative capacity. Experience training and leading teams of volunteers or interns. Proven ability to learn new business processes, translating those processes to system requirements and assisting in the implementation of new systems. Salesforce administrator certification preferred and Bachelor’s Degree strongly preferred. Also requires personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations. Other requirements include: organizational skills, accuracy and strong attention to detail, ability to meet deadlines, statistical and analytical aptitude, ability to multi-task and work both independently and as a team player.

Responsibilities:
- Process prospective student applications by thoroughly reviewing each digital application for completion with accuracy of data entry and/or upload process. Demonstrate a strong sense of ownership of the process with the goal to provide a supportive and positive experience for the applicant
- Ensure all newly received documents are properly associated with the file, including transcripts, letters of recommendations, test scores, interview sheets, etc.
- Review reports daily to maintain applicant files; keep records, manage database and input applicant information with necessary status updates
- Create and maintain communication systems at each stage of the application process (i.e. acknowledgment of materials received, items still required, admissions notification, reminders of deadlines, waitlist status, etc.)
- Assist students and families by providing online and phone instruction to application questions
- Assist in application processing for nursing, teaching credential, and theological studies programs.
- Support form building needs, especially for the admissions department, but for other departments as assigned.
- Assist in the continuous improvement of processes
- Communicate effectively with prospective students when needed, and respond to e-mail inquiries by providing some standard responses, formulating responses to specific
questions, and forwarding to appropriate admissions counselor, or campus department

- Train/work with student employees assigned to data entry and office assistance
- Work closely with Sr. Application Processor and Data Analyst to ensure smooth processing and constant improvement promoting efficiencies
- Cross Train with Sr. Transaction Data Processor to assist in seasonal transaction processing when volume is high
- Expectations for workplace demeanor include but not are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Other duties as assigned.

**Reports to:** Sr. Application Processor and Data Analyst

**Pay range:** $18.00 - $22.50 per hour

*The pay range posted for this job opening reflects what Westmont College reasonably expects to pay for this position at the time of posting. Actual compensation will vary based on relevant factors such as work experience, education, training, skill level and market conditions.*