<u>Data Processor, Application Specialist</u>
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.

Qualifications: Experience requirements include: 1+ years in an office setting, strong data entry skills, and strong capability in the use of Microsoft Office Suite. Ability to learn new processes and systems essential. Some Cloud based platforms (i.e. Salesforce) experience and Associate's or Bachelor's Degree 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, accurate work and strong attention to detail, ability to meet deadlines, learn new software applications for scanning and virtual filing, multi-task. Statistical and analytical aptitude and ability to 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 system at each stage of 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 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 Data Processor 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. Data Processor, Application Specialist

7.2021