WESTMONT COLLEGE

Application Processor
Office of Admissions

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: 2+ years in an office setting, strong data entry skills, and strong capability in the use of Microsoft Office Suite, Adobe Acrobat Pro, and Cloud based platforms (i.e. Salesforce); Associate's or Bachelor's Degree preferred. Other requirements include: organizational skills, accuracy and strong attention to detail, ability to meet deadlines, ability to learn new software applications for scanning and virtual filing, statistical and analytical aptitude, ability to multi-task and work both independently and as a team player. Must also express a personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations.

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 of providing 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 of 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 improvements of processes for moving to paperless file processing and reading and work with cloud based platforms. Cross trained to support the Technical/Data team.
- 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 student workers assigned to data entry and office assistance.
- Work closely with Director of Admissions and Admissions Information Systems Manager to ensure smooth processing and constant improvement promoting efficiencies.
- Work closely with Director of Admissions to establish and maintain an efficient processing and communication stream with Missionary Kids, Third Culture Kids and International students.
- Assist the Admissions Information Systems Manager in preparation of confirmed students' files for transition to student records.
- 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: Admissions Operations and Executive Assistant   2.19