SPECIALIST, ADMISSIONS INFORMATION SYSTEMS (TWO POSITIONS AVAILABLE)
HALF-TIME
OFFICE OF ADMISSION
HIRING RANGE: $16.77 TO $17.76 PER HOUR

Applications will be reviewed beginning Jan. 11, 2016. The position will be open and applications accepted until filled.

FUNCTION:
The Admissions Information Systems Specialist is responsible for processing incoming and outgoing correspondence between prospective full-time undergraduate students and the Office of Admissions. The position involves extensive use of customer relationship management (CRM) software and Microsoft Office applications to track and manage correspondence. This position reports to the Director of Admission.

RESPONSIBILITIES AND RELATED DUTIES:
1. Coordinate outgoing mailings to all full-time undergraduate freshman and transfer students:
   • Maintain and update the undergraduate admissions mailing and communication workflow based on input from the VP for Admissions & Financial Aid and the Director of Admissions.
   • Prepare and send all mailings to prospective students and parents, coordinating as needed with the campus mail center.
   • Track all mailings in the admissions CRM.
2. Monitor admissions publications inventory and office mailings
   • Oversee receipt and storage of all admissions publications.
   • Track inventory of admissions publications and stationery. Re-order as necessary.
   • Work with VP for Admissions & Financial Aid and Director of Admissions to ensure all letters are reviewed and updated as needed.
3. Oversee processing of incoming application documents and correspondence:
   • Receive, date stamp, scan and track all hard-copy application documents.
   • Process and track electronic application documents received.
   • Receive, date stamp and sort all mail.
   • Index all application documents to electronic imaging system
   • Oversee data entry and data clean-up.
4. Process admissions decision mailings
   • Prepare lists of newly admitted, waitlisted and denied students and circulate for review.
   • Assign academic scholarships to admitted students according to criteria.
   • Prepare, mail and track admissions certificates and acceptance packets.
5. In consultation with the Associate Director of Admissions for Technology and Communications, assign and supervise workload of student workers as it relates to mailings, data entry/cleanup and office support.
   • Oversee the hiring and training of a team of student data assistants
   • Supervise students on a daily basis, approve times cards, and communicate with students about procedures and schedules
   • Provide technical assistance and training to admissions staff and student workers

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6. Train new staff and student workers in basic use of the admissions CRM, imaging software, and other office technology.
   - Maintain up-to-date documentation on all procedures for the processing of incoming and outgoing correspondence
   - Provide assistance and back-up support for imports of third-party data (i.e. Common App, SAT, ACT, etc.) into the CRM and the university’s database
   - Participate in appropriate training.

7. Work with offices across campus on clean-up and tracking projects to maintain data integrity in the campus Student Information System (Ellucian Colleague)

8. Other duties as assigned by Director.

QUALIFICATIONS, SKILLS AND ABILITIES:
- Bachelor’s degree (preferred) and a minimum of three years of related office work experience.
- Demonstrated proficiency with Microsoft Office applications such as Word, Excel and Outlook; experience with customer relationship management (CRM) systems and/or relational databases desired.
- Demonstrated effective organizational, time management, analytical, writing, editing, critical thinking and problem solving skills.
- Ability to complete detailed work with speed and accuracy in a fast paced environment with multiple interruptions.
- Strong interpersonal skills, including the ability to work successfully with others in a collaborative office environment and as a member of a team.
- Ability to work with confidential information.
- The physical ability to lift up to 25 lbs. as well as bending, stooping, kneeling for the purpose of mailing projects and office inventory maintenance.
- Ability to work at a computer terminal for extended periods of time performing repetitive tasks.
- Personal commitment to the Christian faith
- Demonstrated awareness and commitment to effectively establishing relationships and positive communications across multiple dimensions of diversity including, but not limited to race, gender, physical limitations, class or religious perspectives.
- Commitment to the educational mission of Whitworth University as a Christian liberal arts university affiliated with the Presbyterian church.
- Background check required.

APPLICATION PROCESS:
The following documents are required, in addition to completing the online application form:
1) A letter of interest that relates your education and experience to the qualifications of the position and includes a note confirming your interest in this position at our posted hiring range
2) Résumé
3) The names, addresses, telephone numbers and email addresses of three academic/professional references
4) A one-page document describing your personal commitment to the Christian faith

Whitworth complies with all federal, state, and local nondiscrimination laws that are applicable to religious nonprofit institutions and does not engage in unlawful discrimination on the basis of race, color, national origin, age, sex, or disability. With our commitment to building a diverse community, the university encourages applications from populations underrepresented at Whitworth including members of racial/ethnic communities, women, and persons with disabilities.