

Enrollment Data Specialist & Office Manager

Office of Undergraduate Admissions

Full Time (40 hours)

Non-Exempt

The **Office of Undergraduate Admissions** is seeking a **full-time** (40 hours/week), **Enrollment Data Specialist & Office Manager** to provide impeccable attention to detail when updating Customer Relationship Management (CRM) with student information as it comes in from applications and documents. Manage office functions and serve as point of contact for the Undergraduate team in regards to document processing. Supervise student worker(s) and assign tasks that are relevant to their professional development. Input student information data from undergraduate applications, transcripts, test scores, and other documents into CRM and save to Document Management Software. Track all required application documents and create Admissions Counselor Evaluations (ACE) form once everything has been received for review. Record admissions decisions in CRM and ensure appropriate decision letters are mailed within 2 business days. Oversee work of student workers, volunteers, Time as Reported (TAR) employee(s), as needed. Maintain confidentiality as required by FERPA and appropriate data integrity standards.

Qualifications: Bachelor's degree is strongly preferred and professional knowledge of higher education (specifically admissions) is a plus. A minimum of 3-5 years professional experience. An equivalent combination of education and experience may be considered. Utilize effective communication skills with proactive customer service skills along with the ability to process data efficiently, accurately and in a professional manner. Excellent skills in Google Suite, Salesforce, Microsoft Office (specifically Word and Excel), DocuWare, Parchment, and CRM management with the technical acuity necessary to effectively learn new applications specific to the role. A successful candidate will be able to demonstrate cultural competence and must value the principles of diversity and equity.

The approved salary for this position is \$18.50/hr-\$18.75hr.

Office of Human Resources
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RWU and NES comply with all applicable non-discrimination laws and are committed to the enhancement of human dignity and workplace diversity.