



Human Resources

Job Title: Office Specialist VI (Records & Communication Specialist)	FLSA Classification: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
Reports to: Assistant Director of Communications & Operations	Location: Main Building, Room 110
Department: Enrollment Management Operations	Division: Enrollment Management
Employment Category: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	Paygrade: 316

PRIMARY PURPOSE OF POSITION

Provide records, communication, and customer service support to Enrollment Management Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage the main Office of Admission email address, providing customer service to prospective students and families by responding to messages related to application, admission, and enrollment, and filtering/forwarding messages as required.
- Manage the financial aid award letter process by merging data, printing letters and labels, and creating mailing packets.
- Handle the mailing of marketing materials/brochures to prospective students by running weekly mailing lists and labels.
- Share responsibility of collecting and processing incoming and outgoing mail.
- Process, organize, and evaluate admission related forms, transcripts, documents, and records.
- Audit, verify, process, and enter application information and supplemental documents for admission.
- Process, enter, and analyze transcripts, test scores, and other documents including criminal history, scholarship, PSATs and international documents.
- Organize, scan, index and verify admission related documents and records.
- Test and troubleshoot issues with Banner, BDM, and AppXtender.
- Create inquiry records from entry of office visit cards and promote/push data from Recruit CRM to Banner.
- Communicate with prospective students, parents and school officials regarding admission application process, procedures, and materials using Recruit CRM, Banner and BDM to review records, transcripts, test scores and related information.
- Work with counseling staff and recruiters to locate outstanding checklist requirements/items, re-index documents, and complete admission files.
- Provide support as needed in data entry, scanning, application processing, entry of transcripts and exam scores, printed and electronic correspondence.
- Perform other duties and special projects as assigned.

QUALIFICATIONS

- 2 years of related college or university experience.
- Knowledge and experience with transcripts and related student records.

- Excellent analytical, planning, organizational and communication skills.
- Ability to write effectively and clearly in email communications to external audiences.
- Attention to detail and a strong service attitude.
- Ability to work independently and effectively in a fast-paced, high-volume, and detail-oriented environment.
- Experience with database systems, preferably Banner, and Recruit CRM preferred.
- Knowledge and expertise with Windows, Word, and Excel important.

WORKING CONDITIONS

Position requires periodic evening and weekend work during peak periods of the recruitment and admission cycle.

PHYSICAL REQUIREMENTS

- Physically able to lift various materials up to 25 pounds on an occasional basis.
- While performing required job tasks, physically able to bend, crouch and reach continuously.
- While performing required job tasks, physically able to remain seated, frequently to continuously.
- While performing required job tasks, physically able to remain standing up to 15% of the time.
- Possesses dexterity abilities required to operate a computer and other office equipment to perform related job responsibilities.

SUPERVISORY RESPONSIBILITIES

As needed, this position will supervise 1-2 student employees depending on time of year and workload.

EXPECTATIONS

This position is Employee Classification Level 1 required to operate as essential personnel and work on-campus (as needed) for the processing of important communication materials and other related tasks.

This document describes the general purpose, duties and essential functions associated with this job and is not an exhaustive list of all duties that may be assigned or skills that may be required.

I have read and understand my job description and acknowledge that management reserves the right to change or reassign job duties or combine jobs at any time.

Employee (Print Name): _____ Date: _____

Employee (Signature): _____ Date: _____

HR OFFICE USE ONLY:	
Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Printed Name of Approver:	<i>Printed name of the person with the authority to approve the job description.</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>