

Job Title: Data Operations Coordinator	FLSA Classification: Non-Exempt
Reports to: Assistant Director of Systems & Operations	Location: Austin, Texas
Department: Enrollment Management Operations	Division: Enrollment Management
Employment Category: Full-Time	Paygrade: 317 or Technical Support Coordinator I

PRIMARY PURPOSE OF POSITION

Provide technical and administrative support to the data operations and processing functions of the Enrollment Management Operations department. This position reports to the Assistant Director of Systems and Operations and works closely with the communication, operations, counseling, and recruitment marketing teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate and monitor the entire import process and weekly schedule of various admission prospect and application lists into Recruit CRM, Marketo, Banner database and other various systems throughout the enrollment cycle with a strong emphasis on data quality and integrity.
- Monitor and troubleshoot data load/import problems and errors.
- Create, update, monitor, and generate various complex admission reports using Recruit CRM, Argos, Tableau, and MS-Excel.
- Monitor, update, and review application data and fields in Recruit CRM, Marketo, and Banner including admission checklist items, transcripts, test scores, attributes, and recruiter codes. Troubleshoot and resolve related issues/problems.
- Monitor, review, reset passwords, and resolve issues with Recruit CRM applications.
- Ensure data processing activities comply with defined data standards, values, definitions, and quality rules. Remediate errors and establish controls to prevent future recurrence of errors/issues. Serve on Data Standards and Integrity committee.
- Assist with and provide support as needed in decision entry, data entry, scanning, application processing, entry of transcripts and exam scores, and indexing of printed and electronic correspondence.
- Document and maintain all processes assigned to this position.
- Perform other duties and special projects as assigned.

QUALIFICATIONS

- Bachelor's degree preferred or 2 years of related college or university experience required
- Coursework in computer technology or similar field desirable
- Experience with database, document indexing, CRMs or marketing messaging systems, preferably Ellucian Banner, BDM/AppXtender, Recruit CRM, Marketo, and Boomi strongly preferred
- Knowledge and experience with transcripts and related student records
- Ability to troubleshoot computer systems and software important
- Excellent analytical, planning, organizational and communication skills

- Attention to detail and a strong service attitude required
- Extensive knowledge and expertise with Windows, Adobe Acrobat, Word, and Excel including merging files and creating complex formulas required
- Ability to work independently and effectively in a fast-paced, high-volume, and detail-oriented environment
- Database or CRM reporting or programming experience helpful

WORKING CONDITIONS

PHYSICAL REQUIREMENTS

Physical strength/endurance to enable him/her to perform/participate in the following activities:

- 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

None

EXPECTATIONS

- Contribute and uphold the guiding values of the University Mission Statement and employee Operating Principles in all areas of work and job environment.
- Have a positive and professional outlook when working with colleagues and the public which includes strong verbal and written communication and collaboration on projects, ideas, and suggestions.

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>