Data Support Specialist

Department: Admissions
FLSA Status: Nonexempt
Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. until 5:00 p.m.

Amount of Travel Required: 0%

Minimal weekends and evening work as needed. 12 month position.

Reports To: Associate Vice President for Institutional Enrollment and Dean of Admission
Positions Supervised: Student Workers

POSITION SUMMARY: Supports the daily business operations of the Office of Admission under the guidance of the Associate Vice President for Institutional Enrollment and Dean of Admission.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily to fully meet job expectations. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s)
- Enters data into system from multiple sources to include: applications, supplemental items, and contact cards.
- Processes scheduled correspondence to prospective students.
- Maintains office inventory, including office supplies and all print publications and provides weekly status reports.
- Coordinates student worker’s schedules and assigns tasks for work hours

Other Job Function Statement(s)
- Assists with telephone and email inquiries from prospective students and parents
- Assists with on campus recruitment event and special programs as assigned.
- Assists with the registration process.
- Performs other duties as assigned.

POSITION QUALIFICATIONS: (The minimum knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform each essential duty satisfactorily to fully meet job expectations.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.)

Minimum:
High School Diploma or equivalent. One year experience in an office support role. College degree (AA or BA) may be substituted for the experience requirement.
License or Certification (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) N/A

SKILLS (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform each essential duty satisfactorily to fully meet job expectations.)

To perform each essential duty satisfactorily to fully meet job expectations, an individual must:
- utilize Microsoft Office (Word, Excel, Outlook, PowerPoint) or appropriate alternative (including Customer Relations Management system (CRM) and or other online databases) software to create and or generate efficient and accurate: documents, records, files, reports, or communiqués;
- communicate effectively using a variety of styles and techniques appropriate to the audience;

ABILITIES (Natural talents, developed proficiencies, and or other job-related requirements. This section includes observable behaviors or behaviors that produce observable results necessary to perform the essential functions of the job.)

To perform each essential duty satisfactorily to fully meet job expectations, an individual must have the ability to:
- work evenings and weekends as needed;
- analyze and solve basic problems;
- enter data with minimal to no errors;
- organize work or assigned projects;
- work with all levels of employees and third parties (to include prospective and current students and or family);
- maintain confidentiality regarding sensitive matters;
- work with the Vice President for Institutional Enrollment, other Directors, and all members of the staff to achieve the goals and objectives for the Office of Admission;
- model high standards of honesty, integrity, trust, and ethical behavior.

BEHAVIORS (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to perform the essential functions of the job and are formally reviewed during the annual performance evaluation process.)

To perform each essential duty, the following must be demonstrated satisfactorily to fully meet job expectations:
- Independence of Action/Initiative – Exercises good judgment in problem solving and decision making;
- Service Orientation – Exhibits a ‘customer friendly’ demeanor with internal and external customers;
- Resourcefulness/Creativity – Presents a variety of options to fulfill job responsibilities and meet workplace objectives;
- Communication Skills – Presents ideas effectively. Conveys thoughts clearly and concisely. Listens well and asks appropriate questions;
- Teamwork – Works effectively with other employees. Offers help when needed.

PHYSICAL REQUIREMENTS:

The following represent the physical requirements of the essential job functions.
Physical activities required are: finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting (up to 20 pounds) associated with the job duties is required.

**WORK ENVIRONMENT:**
Typical environment is an office setting with moderate noise. May occasionally work in other locations on or off campus to include outdoors.

**Disclaimer:** The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. *It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.* Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: ____________________________ Date: ______________

Supervisor Signature: ____________________________ Date: ______________

Executive Signature: ____________________________ Date: ______________