ALVERNO COLLEGE

ESTABLISHED 1887

Posting Date: September 2025

Position:	Graduate Records Processor
Department:	Admissions

Hours per Week: Full-Time/ 12 month

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

The College is seeking applicants for a full-time Graduate Records Processor located in Milwaukee, WI. Alverno College health, dental, vision, disability, and retirement plan enrollment is available to full time employees and eligible dependents. Tuition benefits are available for employees and qualified dependents.

Are you a data-nerd that loves organizing large amounts of data, maintaining digital files, and organizing complex multi-departmental systems? The ideal candidate is detail oriented, organized, and enjoys learning database systems.

Primary Function:	The Graduate Records Processor is the backbone of the admissions process. They safeguard the academic integrity of the institution by upholding college admissions requirements, reviewing and maintaining student applications and admissions files, and managing key admissions procedures and processes to ensure strong delivery of the Alverno experience to prospective students.

Primary Duties and Responsibilities

The following information is not meant to be all-inclusive.
Other duties and responsibilities may be assigned as necessary.

1. Application Processing
    a. Understand admissions requirements for all graduate programs and ensure applications meet minimum requirements. Work with counselors to ensure all applicants' information is correctly evaluated per college guidelines.
    b. Receive, review, and validate new information from prospective students with timeliness and accuracy. Correct errors or typos, prevent duplication of information, flag missing, incomplete, inaccurate, or fraudulent information. Mark applications complete for admissions review.

   c. Prepare application files; locate previously submitted documents and correspondence, as needed. Download transcripts and other supplemental materials from third-party websites and shared admissions mailbox.

   d. Review supplemental materials that are received (such as transcripts, licensures, exam results) for completeness and accuracy. Research students in external databases to detect missing or incomplete information. Research re-admitted students in Alverno databases.

   e. Monitor applicants' admissions processes and manage the internal and external routing of application files through all stages.

   f. Work with external offices to retrieve and process cancelled, delayed, Degree Completion (18 Month) and Graduate readmit files.

   g. Enter and clean up institution records in Colleague and Recruit.

2. Record Management and Reporting

   a. Master key functions in CRM Recruit, and responsible for leveraging CRM recruit to support recruitment operations. Support counselors and other users in training, dashboard management, and trouble-shooting common issues. Special projects in Recruit as assigned by supervisor.

   b. Accurately enter information and credentials into database records including, but not limited to, new inquiry forms, college transcripts, and other supplemental items.

   c. Organize and maintain digital files and database records accounting for all application materials, transcripts, and other correspondence. Ensure all files are maintained in accordance with organizational standards and regulatory requirements to support internal and external audits.

   d. Maintain the online application system by flagging errors, user challenges, and improvements.

   e. Process routine and occasional reports and conduct auditing as necessary. Compile data for ad hoc reports for Admissions and other campus office requests, including funnel reports.

3. Uphold admissions requirements and application processing procedures

   a. Maintain procedures and training materials.

   b. Process and send appropriate correspondence to prospective students in a timely fashion throughout the application process. Support outward facing staff in answering student questions and furnishing student-centered customer service.

   c. Serve as a primary day-to-day contact with third-party processing firm managing communication, collaboration, and process improvement to meet admissions goals of DEMSN and EdD programs.

   d. Ensure correspondence coding and templates are updated within Recruit.

   e. Effectively communicate with colleagues outside Admissions whether in-person, over video conferencing apps, via phone, or email conversation to complete projects and customer service requests successfully and efficiently. Incorporate rapidly changing processes and procedures into records processing procedures.

4. Provide additional support including, but not limited to:

   a. As one of the back-ups to the Operations Coordinator, ensure all visitors are greeted and respond to incoming telephone calls and other contacts appropriately.

b. Participate in department meetings, committees, and official College functions when appropriate.
c. Provide administrative support including, but not limited to: general clerical duties, photocopying, faxing, scanning, and collating and assembly of materials
d. Perform other tasks as necessary to support the mission of the College

Qualifications and Education

1. Bachelor's degree preferred. High school diploma or equivalent considered with extensive experience
2. Three to five years of administrative experience in a fast paced environment is preferred.
3. Requires a flexible and collaborative work style and the ability to interact effectively with a variety of individuals and departments.
4. Requires excellent customer service skills and the ability to communicate and respond to both internal and external customers professionally and in a timely manner.
5. Must have strong written communication skills including the ability to read, interpret, create, edit and complete documents.
6. Requires demonstrated organizational skills and attention to detail including the ability to multi-task, prioritize, and work with frequent interruptions. Must have the ability to professionally respond to variations in schedules and plans.
7. Must be self-directed with strong problem-solving skills including the ability to develop innovative approaches and ideas and meet challenges with resourcefulness.
8. Must demonstrate evidence of sound judgment and solid decision making skills.
9. Must be proficient in Microsoft Word, Excel, Outlook, including mail merge functions and database management. Must have aptitude to understand new systems and type quickly and accurately.
10. Must have the ability to handle confidential materials and information in a professional manner.
11. Ability to speak and hear. Must be able to move throughout the campus. Must have the ability to occasionally lift and/or move up to 20 pounds.

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion.

How to Apply

Apply on-line at https://www.alverno.edu/jobs/apply/login.php

Please attach your cover letter, resume, and list of references to the online application

In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact HR@alverno.edu.

Alverno College is an Equal Opportunity Employer and committed to workplace diversity