



Posting Date: February 2022

Position: Graduate Records Processor and CRM Administrator

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 and CRM Administrator 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.

Primary Function: Serves as a collaborative and supportive member of the Admissions Office to ensure strong delivery of the Alverno Experience to prospective students. Provides administrative support to the Admissions Office in the areas of testing, software integration, reporting, application processing, recordkeeping, and communication management.

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. Receive, review, and validate new information from prospective students with timeliness and accuracy
 - b. Prepare application files; locate previously submitted documents and correspondence, as needed
 - c. Monitor applicants' admissions processes and manage the internal and external routing of application files through all stages
 - d. Work with counselors and appropriate faculty members to ensure all applicants' information is correctly evaluated per College guidelines
 - e. Work with external offices to retrieve and process cancelled, delayed, 18 Month and Graduate readmit files
 - f. Enter and clean up institution records in Colleague and Recruit
 - g. Resolve Colleague duplicate records



2. Record Management and Reporting

- a. Accurately enter information and credentials into database records including, but not limited to, new inquiry forms, applications, high school and college transcripts, and exam score reports (Praxis, ACT, SAT, etc.)
- b. Organize and maintain digital files and database records accounting for all application materials, transcripts, and other correspondence. Organize and maintain physical files for all confirmed students. Transfer files to archives as appropriate.
- c. Maintain the online application system by downloading applications promptly and ensuring applications are in the correct category
- d. Process routine and occasional reports and conduct auditing as necessary. Compile data for ad hoc reports for Admissions and other campus office requests
- e. Compile weekly funnel report data and supporting data

3. Data Integration and Testing

- a. Conduct periodic testing of data flow from the web front end into Recruit and through the ERP to Colleague. On an ongoing basis, ensure that data is accurately recorded.
- b. Analyze and organize test results clearly in email or Word document
- c. Communicate timely findings and suggestions via email or phone with CRM and Operations Specialist and IT colleagues to resolve Tracking Database Items and Ellucian Help Desk Tickets
- d. Interact and lead discussions/demonstrations regarding Recruit and Colleague best practices during Operations Team and GAT meetings.
- e. Problem solve issues regarding Sending to ERP and resolve any Colleague CAIE validation and import errors to complete the integration process
- f. Create/Manage Advanced Finds and Dashboards for improved data tracking and any required data cleanup projects

4. Communications Management

- a. Process and send appropriate correspondence to prospective students in a timely fashion throughout the application process
- b. Work with appropriate staff to ensure correspondence coding and templates are updated as necessary
- c. Provide administrative support including, but not limited to: general clerical duties, photocopying, faxing, scanning, and collating and assembly of materials
- d. 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
- e. Complete all projects in a timely manner and communicate progress and work to stakeholders in the projects
- f. Compile detailed procedures for new processes to be used for training purposes.

5. 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. 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.
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

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