



## UNIVERSITY OF MINNESOTA ROCHESTER

### Admissions Office Associate

This position provides data and application management support for admissions and recruitment processes in the Office of Admissions at UMR. The individual in this position will develop and maintain internal Slate Portals for use by internal-admissions team members to execute application processing and review. The Admissions Associate will manage and support the daily and strategic operations of the Admissions area, technical support and reporting, business processes and communications.

The position reports to the Associate Vice Chancellor of Enrollment Management and collaborates with Communications/Marketing to examine processes to identify areas for improvement, increase efficiencies, and provide analysis of admissions application and data generating activities. This position provides executive level coordination and student-centered support in the Admissions area functions. Admissions is responsible for establishing and maintaining a professional and cooperative working environment and for optimizing organizational effectiveness. The position requires an in-depth understanding of major initiatives, programs, and issues impacting UMR and professional-level knowledge of university administration as well as UMR academic and student development programs. The position is responsible for resolving non-routine problems and providing training when the need arises. The position is responsible for systems migration testing and resolving migration issues for the Office of Admissions in collaboration with University of Minnesota Enterprise computing.

#### **Duties and Responsibilities:**

##### **Data Management: 40%**

- Daily administration and support of the SLATE platform including but not limited to managing user setup, profiles and roles, customization of objects, fields, record types, page layouts, etc.
- Data management of systems such as PeopleSoft, and how to utilize both to transition student information from SLATE to complete student profiles.
- Coordination on data integrity with Director of Campus Learning Data and Technology
- Transition student information from outside sources (Common App) to complete prospect/inquiry/applicant/admit profiles.
- Responsible for training and maximizing the use of SLATE and PeopleSoft software in the following recruitment processes: Prospect Generation, Inquiry Management, Application Management and Admit to Enrollment.
- Work with internal users to maximize the office's use of technology, creating visit events, reports and audit procedures within SLATE.
- Conduct needs assessment and data analysis to determine effectiveness of software and systems relative job functions.
- Serve on UM System CRM Functional User Group for SLATE.9

**Project Management for Application Processing: 25%**

- Demonstrate an understanding of the elements comprising student recruitment and undergraduate admissions cycles and participate in annual planning.
- Exercise authority to implement changes and make exceptions to students' admission records.
- Manage the process of all incoming student applications including the paper and digital flow of student application documents—including filing, scanning, processing, and tracking materials.
- Manage application and enrollment-related communication.
- Audit documents scanned and documents processed for volume and correctness.
- Conduct independent diagnostics and problem resolution in a broad range of areas and issues.
- Liaison with Twin Cities Admissions on PeopleSoft, SLATE, and all Admissions process concerns.
- Analyze and evaluate high school course work to determine if a student meets admissions requirements.
- Manage application and enrollment-specific communications.
- Manages projects and workflow to ensure project goals and deadlines are met.
- Transfer application processing.

**Technical Support and Reporting (15%)**

- Primary technical person within Admissions responsible for troubleshooting, problem solving, and liaison contact person with technical professionals.
- Primary contact with outside technology vendors.
- Responsibility for maintenance and monitoring of databases; reviews and reports for accuracy and conducts investigation to ensure data integrity.
- Develop and create reports to monitor progress and support data-driven decision making. Defines requirements for data and creates data reports per user requests.
- Develops regular and ad hoc reports to help manage business processes.

**Business Processes and Communications (10%)**

- Independently responsible for reviewing and documenting the unit's business processes; independently conduct needs assessment. Prepares business requirements for new applications or modules.
- Prepares communications and presentations on system enhancements and delivers training to end users on system processes and functionalities.
- Evaluates and follows through on issues and problems until resolved or escalated.
- Makes recommendations regarding policies, procedures, and systems to promote efficiency and quality of service when assigned or needed.



**Daily Office Operations (10%)**

- Responsibility for coordinating and managing the timely processing of admissions applications.
- Coordination and managing daily related office operations in the Office of Admissions.
- Responsible for developing and promoting new initiatives and programs as appropriate.

**Required Qualifications:**

- BA/BS with at least 2 years' experience or a combination of related education and work experience to equal six years.
- One year of Admissions experience, including experience with databases.

**Preferred Qualifications:**

- Three to five years' experience with SLATE.
- Experience in project management, organizational, analytical, and interpersonal skills.
- Customer service experience.
- Business analyst experience.
- Experience with PeopleSoft or similar software.
- Higher education experience.
- Experience with Google applications.

<b>Job Code</b>	<b>Job Classification</b>	<b>Class Title</b>
8208A2	Civil Service	Administrative Associate 2
<b>Department</b>	Admissions	Vice Chancellor Approved
<b>UMR Working Title</b>	Admissions Associate	

