University Services Program Associate  
Office of Admissions  
Position Description

Position Summary
Reporting to the Executive Director of Admissions, this collaborative position is responsible for data entry, data integrity, and data processing of admissions applications and supporting documents for the Office of Admissions. This position requires a high level of efficiency, attention to detail and a considerable amount of technical independent judgement within established policies and procedures while working with systems such as PeopleSoft SIS, Perceptive Content/Image Now, Salesforce, and others. The position requires the ability to work independently as well as part of a team, in addition to upholding a strong commitment to professionalism, customer service, flexibility, communication, accuracy, and integrity.

Data Management and Processing

1. Process electronic applications and enter data into the student information system, PeopleSoft, confirming accuracy of information. Maintain attention to detail across all application types including on-campus, online, and international.
2. Query and report PeopleSoft information for both internal and external stakeholders which includes daily application reporting and monthly UW System reporting.
3. Process incoming application fee payments, refunds, and weekly deposits in compliance with UW System guidelines while working with payment vendors and our Business Office.
4. Follow federal, state and institutional guidelines concerning record retention.
5. Manage the EApp to PeopleSoft Conversion System for our campus to ensure proper electronic delivery and uploading of all applications.
6. Process data loads including ACT, SAT, and AP Score into the appropriate systems.

Admission Document and Decision Processing

1. Ensure application materials are received and processes in a timely manner and are scanned into imaging system. Application materials are checked from a variety of sources including Parchment, National Student Clearinghouse, and through mail or email.
2. Cross-train on running admission-related correspondence for all student types. Ensure and supervise correspondence mailings for accuracy and timeliness.
3. Train on withdrawing applicants and processing term changes and communicating with appropriate departments when necessary.
4. Follow appropriate steps to process admit decision in both PeopleSoft and ImageNow to route files for review in a timely an accurate manner.

Communication and Follow-up
1. Assist perspective students in determining their entry status and clarify application details such as student type, special course intent-to-enroll, and residency clarification.
2. Communicate with other departments and personnel both on and off-campus on reporting, documents, or student inquiries when applicable.
3. Complete other duties as assigned by supervisor, as well as any training and professional development as assigned

**Supervision**

This position may co-supervise and train student employees, as needed, in the processing of admission documents and sending out print communication to applicants or prospective students.

**Knowledge, Skills and Abilities**

1. Computer Skills: Microsoft Office Suite, electronic fee collection systems, Student Information Systems (such as PeopleSoft) preferred.
2. Strong ability to work independently, collaboratively, as well as with a team.
3. A strong attention to work quality, customer service and student experience.
4. Experience with collecting, managing, and reporting on data; testing and checking data integrity; data clean-up.
5. Strong attention to detail, strong ability to prioritize and adapt, ability to multi-task and problem solve.
6. Strong ability to work jointly across different processing responsibilities with counterpart; ability to follow documentation and procedures and maintain documentation.
7. Professional and positive written and oral communication skills. The ability to communicate and work well with a broad range of individuals which could include UW System personnel, IT, Registrar’s Office, Financial Aid, Continuing Education, other Admissions staff, faculty and faculty support personnel, students, parents and guardians.
8. Ability to supervise and train student employees in an effective manner.
9. Understanding of University admission policies, procedures and requirements.

**Required Qualifications**

- Associate’s degree from an accredited institution or comparable experience related to the duties and responsibilities of the position
- Professional work experience with data entry and data processing

**Desirable Qualifications**

- Bachelor’s degree from an accredited institution or comparable experience related to the duties and responsibilities of the position
- Experience working with Student Information Systems and CRMs
- Experience working in a university setting and/or customer service experience