

Enrollment Operations Specialist

This position is: OPEN

Job Number: 483 **Posted:** 6/1/2021 **Revised:** **Location:** St. Davids -- **Posting Type:** Staff

Position Summary

The Enrollment Operations Specialist, reporting to the Assistant Director of Enrollment Operations, serves as the application file manager of all applicants in the GPS programs and serves as a Designated School Official (DSO). Key responsibilities include processing and issuing I20s for accepted international students to obtain F-1 visa and management of incoming mail from all prospective students, and inputting of new data to administrative systems. In addition, he/she is responsible for helping maintain a culture of excellent customer service that includes positivity, efficiency, responsiveness, continued improvement, and celebration of individual and team successes.

Responsibilities

Position Responsibilities

- Processes, enters, manages and inputs all prospective and current student mail/documentation received by Admissions Office on a daily basis by scanning/importing and indexing documents for electronic imaging through use of forms and university-wide administrative computer systems (Salesforce/ TargetX for Salesforce/ Perceptive Content).
- Monitors files for complete status in Salesforce/ TargetX for Salesforce and moves them throughout the workflow and through specific queues in Perceptive Content.
- Requests programs of study for graduate education applicants and credit evaluations for adult undergraduate applicants.
- Monitors admissions.file email account and serves as the alternate to monitor GPSADM email account for incoming data, requests, questions, and more from prospective students, staff and faculty.
- Serves as a DSO for admissions. Processes and issues I20 for international students to obtain F-1 visa.
- Communicates with Director of International Student Scholar Services about international applicants, student data, documentation, processes and is required to meet with SEVIS location representatives every 4-6 months.
- Greets and transfers incoming phone calls from central admissions office

- line to the appropriate counselor or department.
- Communicates with various support offices (i.e. Financial Aid, Student Accounts, Student Services, Registrar, Administrative Computing etc.) about applicants, student data, and class starts.
 - Communicates with Enrollment team representatives regarding admission processes, forms needed, and missing applicant credentials to facilitate student enrollment.
 - Monitors and responds to university website chat feature for prospective students.
 - Participates in ongoing training regarding all Eastern offerings, enrollment's CRM (TargetX for Salesforce) and document management software (Perceptive Content) and policy changes.
 - Embodies values of caring and compassion, justice and integrity, competence and affirmation. Seeks to treat each member of the campus community with fairness, dignity and respect seeking a spirit of unity and harmony as we join together to achieve our common mission.
 - Occasional evening and weekend work is required for assistance with on campus events.
 - Performs other duties as assigned.

Qualifications

General Requirements

- Demonstrate personal Christian faith and an affirmation of the EU Mission and ethos.
- Show evidence of personal and professional integrity and character.
- Demonstrate commitment to the student-focused and value-centered characteristics of the university as articulated in the EU Mission, Vision and Core Commitments.
- Flexible, team-oriented, collaborative, positive work ethos and attitude.
- Experience in higher education enrollment preferred.

Basic Competency Requirements

- Ability to effectively manage data and document entry in various software applications
- Competence in desktop software, spreadsheet and database management.
- Strong business, analytical and creative acumen.
- Strong customer service skills in written and oral communication.

Ideal Competency Requirements

- Demonstrated commitment to diversity.
- Understand the requirements for institutional success in the higher education marketplace of the Philadelphia region and beyond.

About Eastern University

Eastern University is a Christian university of the arts and sciences that integrates faith, reason and justice for students in its undergraduate, graduate, Seminary, urban, professional and international programs. **Applicants should have a religious commitment compatible with its mission and be willing to support the mission and vision of the university.** The university complies with federal and state guidelines of nondiscrimination in employment; members of protected classes encouraged to apply.

Background Checks

Standard University employees are required to complete the background clearance process. Employment is contingent upon the successful results of an employment background screening. The employment background screening may include but is not limited to your consumer credit history (for positions that work with the university finances or alumni funds only), verification of education and professional credentials, criminal history, driving history, residency, immigration status, performance, references, and other qualities pertinent to your qualifications for the following position.

Youth Clearances are required for positions with direct contact with children and essential personnel positions. Employees working with or around minor age children are required to complete the youth clearance process which includes the following four child protection clearances:

- 1) Affidavit;
- 2) FBI Criminal Record Check;
- 3) Pennsylvania Department of Human Services Child Abuse History Clearance and;
- 4) Pennsylvania State Police Criminal Record Check.

In accordance with state laws, Act 73 of 2007, Act 153 of 2014, Act 168 (relating to the Child Protective Services Law), school employees of Eastern University who will have "direct contact with children" must complete the background check process prior to employment. Results must be submitted within ten days of receipt.

Description Disclaimer

This description is intended to describe the general level and nature of work performed by the person/people assigned to this position. It is not to be construed as an exhaustive list of duties and responsibilities of the person/people so assigned.