

Westmont College

Information Systems Assistant

Office of Admission

Position Summary: Provides database management, reporting, and student team leadership to the Office of Admission. Serves as a cross-trained employee in the Technical/Data area.

Qualifications: Bachelor's in Computer Science, Data Analytics, Communication, Process Improvement, or related degree strongly desired, and experience as a Salesforce administrator preferred. Requires personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations. Also requires strong proficiency in Excel, Access, SQL, and other statistical analysis tools as well as an analytical mindset, data interpretation skills, and programming ability. Must have strong communication skills, attention to detail, creativity, and persistence, self-motivation in applying research and analytical abilities to technical solution-building to support the college's mission, strong understanding of customer relationship management, data mining, and predictive modeling tools and techniques. Must be capable of managing multiple projects while working under tight deadlines and to maintain excellent documentation. Must handle a variety of tasks and work both independently and as a team member and co-leader.

Responsibilities:

- Builds and runs Salesforce reports as directed. Maintains necessary changes and enhancements to current reports requested by college constituents. This includes academic department requests as well as administrative offices.
- Assists in the upload and process of online applications and other source files from outside vendors (including ACT, SAT, Private Colleges and Universities, etc)
- Assists with database management to include: running data checks, cleanup of data and training and supervising student interns. Cleanup of data includes emailing and calling to obtain corrections.
- Assists Application Processor with data entry needs during peak application season: transcripts, letters of recommendation, supplement information.
- Assists in coordinating data required for CDS and master statistics file for survey completion
- Organizes and prepares data entry forms for input. works closely with student interns to minimize backlog during heavy periods and to ensure appropriate codes are applied.
- Assists in preparation and organization of mailings including: requesting mailing supplies, coordinating the packaging process and meeting all postal requirements and deadlines.
- Responsible for annual updates to the Common Applications, exporting templates and the scheduled delivery service forms and testing and working with the Account Manager assigned to Westmont to meet the necessary deadlines.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Other duties as needed.

Reports to: Admission Information Systems Administrator