



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 05/14  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

Application Processor II

### ***JOB SUMMARY***

Provides lead support in application process. Responsibilities include providing customer service to students, faculty and staff, informing management of support issues, backlogs, or errors. Provides training to new and continuing staff members on the process of application processing. Creates, maintains and organizes files and student records using an imaging system and University student system software. Must exhibit excellent customer service skills; be detail-oriented; possess the ability to handle multiple tasks; ability to work independently and as a team is preferred. Work is performed according to established routines under close supervision. Performance is checked through periodic audits. Work is performed within established policies and procedures under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Supervisor, Admissions Processing

*Supervises:* May supervise Student Assistants

### ***ESSENTIAL DUTIES - May include, but not limited to the following:***

- Provides lead support in the application process.
- Informs management of support issues, backlogs or errors.
- Provides user test plans and feedback of software to ITS.
- Trains new and continuing staff members on the process of application processing.
- Provides customer service to students, faculty and staff.
- Responsible for timely answering of phone calls using the ACD system
- Advises students on using the online application status tool.
- Provides service to walk-in customers at the front desk.
- Enters paper applications.

- Prepares documents for scanning.
- Assists students in creating and setting up their Pioneer Portal accounts.
- Verifies original documents.
- Determine Term and initiate workflow.
- Processes applications.
- Determine whether applications are complete and then sends them to evaluation.
- Add/Remove necessary holds.
- Enters test scores.
- Routes checks for processing.
- Processes daily incoming mail.
- Inputs, maintains, and assists in processing computerized data.
- Organizes, maintains and researches unidentified documents.
- Determines and documents academic exemptions and waivers.
- Ensures applications have the proper correspondence track.
- Ensures quality support to students through the application life cycle.

#### ***ADDITIONAL DUTIES***

- Assists with special events.
- Indexes documents into GMedia.
- Proofs documents to verify entry into Gmedia.
- Shreds documents.
- Mails information to prospective and current students.
- Performs other duties as requested.

#### ***EDUCATION***

High school diploma and some college required.

#### ***EXPERIENCE***

Two years experience in an office setting is required. Records management experience in higher education or similar setting is preferred. Working knowledge of imaging systems, databases, records retention schedules is highly preferred.

#### ***REQUIREMENT***

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

**KNOWLEDGE, SKILLS, AND ABILITIES** - *The following are essential:*

- Working knowledge of office practices and methods.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person and in writing.
- Ability to represent the department and University in a friendly, courteous and professional manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

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*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***