



JOB DESCRIPTION

TITLE

Application Processor I

JOB SUMMARY

Performs application processing for completion and submittal. Responsibilities include providing customer service to students, faculty and staff, answering phone inquiries, advising students on use of online applications tools. 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 of Admissions Processing

Supervises: No supervisory responsibilities

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

- Provides customer service to students, faculty and staff.
- Answers phone inquiries in a timely manner using the ACD System.
- Advises students on using online application status tools.
- Provides services to walk-in customers at the front desk.
- Assigns application starting term and initiates application workflow.
- Processes applications.
- Verifies completion of application for processing to evaluation.
- Adds/removes necessary holds.
- Enters test scores.
- Routes checks for processing.

- Inputs, maintains, and assists in processing computerized data.
- Organizes, maintains and researches unidentified documents.
- Determines and documents academic exemptions and fee waivers.
- Ensures applications have the proper correspondence track.
- Ensures quality support to students through the application life cycle.

ADDITIONAL DUTIES

- Assists with Orientation.
- Indexes documents into GMedia.
- Shreds documents.
- Performs other duties as requested.

EDUCATION

High school diploma required, some college preferred.

EXPERIENCE

Minimum of one year 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.

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

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PTO: COVS*

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.