



**DATE ISSUED:** 08/18  
**FLSA:** Exempt  
**PTO:** VCS

## ***JOB DESCRIPTION***

### ***TITLE***

Assistant Director, Data Quality

### ***JOB SUMMARY***

This position will focus on the quality of the Office of Admissions Processing data and processes, both automated and manual. Responsibilities to include, all data quality initiatives, quality control, documentation creation and maintenance, and employee quality audits, and technical and process improvement. Verifies conformance to quality assurance standards. Plans and directs activities concerned with development, application, and maintenance of office quality standards. Work is performed under general supervision; 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:* Director of Admissions Processing

*Supervises:* Application Processors I & II

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

- Audits work activities of all staff and student workers to verify conformance to quality assurance standards.
- Randomly validates the accuracy of data files created, maintained, and revised by the Office of Admissions Processing.
- Plans and directs activities concerned with development, application, and maintenance of office quality standards.
- Assists end users by addressing and routing questions and inquiries on departmental policies and procedures.
- Researches and resolves processing issues.
- Informs management of support issues, backlogs, or errors.
- Creates and maintains user documentation on processes and systems.

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- Analyzes data and processes to recommend efficient use of software and systems.
- Collects project data for special reports.
- Provides quality control.
- Updates NCAA compliance database.
- Creates training materials/modules for student workers.
- Manages customer service feedback surveys.
- Analyzes customer service survey data to recommend enhancements to policy, process, and operational practices.
- Works with the Director of Admissions Processing to establish job standards for subordinate staff and effectively evaluates staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ADDITIONAL DUTIES***

- Assists with special events.
- Proofs and indexes documents into imaging system.
- Some travel may be required
- Performs other duties as requested.

### ***EDUCATION***

Bachelor's degree required.

### ***EXPERIENCE***

Three years experience required, preferably in Admissions, Admissions Processing, Registrar's Office, or Financial Aid Office.

### ***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:***

- Knowledge of current admission standards requirements.
- Knowledge of personal computer and mainframe applications relating to the processing of admissions.
- Knowledge of all departmental processes.

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- Ability to evaluate and supervise employees, providing direct training when needed.
- Knowledge of project management.
- Ability to deal with students, parents, employees, and administration.
- Ability to communicate effectively, orally, in writing, and by telephone.
- Ability to deal with the public and students in a courteous and professional manner.
- Ability to provide student centered customer service.
- Ability to prepare financial and other statistical reports.
- Ability to function in multi-campus environment.
- Ability to give presentations to groups regarding admissions.
- Ability to use a personal computer and other office equipment, including university related 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.*

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

**Date:** \_\_\_\_\_

**Printed Employee 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.***