

MISSISSIPPI COLLEGE

A Christian University

Office of the Registrar *Data Processing and CRM Administration*

Title: CRM Administrator and Director of Data Processing

Department: Office of the Registrar, Office of Processing and CRM Operations

Position Summary

This position oversees the data entry, integrity, functionality, and improvement of the university's contact record management (CRM) system. He/she will oversee and coordinate the processing and CRM operations team to ensure the timely and accurate processing, upkeep, and quality of all data stored in the institutional CRM. He/she will ensure that all departments using the CRM are readily equipped with the necessary technology in an effort to optimize their business processes.

Essential Functions

- This position will act as the CRM database administrator, he/she will:
 - Oversee the training of faculty and staff that require access to the CRM.
 - Oversee the configuration and design of the CRM.
 - Oversee the migration of data to the CRM.
 - Install and implement various updates and improvements to the CRM.
 - Troubleshoot and monitor the processes within the CRM.
 - Enforce and maintain the proper use of the CRM.
 - Coordinate with IT to ensure the migration of CRM data to the SIS.
- This position will act as the Data Processing administrator, he/she will:
 - Oversee and direct the internal and external CRM processing procedures.
 - Enforce the proper processing procedures within the CRM.
 - Provide training and direction to all processors within the CRM.
 - Provide functional support to all processors within the CRM.
- This position will oversee the data entry, migration, and integrity of the Institutional CRM.
- Will supervise the Data Processing and CRM Operations team
- Responsible for developing reports from the CRM and distributing to various constituents as needed.
- Will be expected to offer solutions and expertise in order to streamline processes and make things more efficient through the use of CRM technology to the university at large.

- He/she should be knowledgeable of the recruitment guidelines developed by the following organizations: NACCAP (North American Coalition of Christian Admissions Professionals); NACAC (National Association of College Admissions Counselors); NCAA Division II; and Mississippi College.
- He/She should have knowledge of FERPA Regulations
- Attend the annual Slate conferences, periodic webinars, and other professional development opportunities. Maintain best practices and Slate development as an active member of the Slate community

Education, Skills, and Experience Required

A Bachelor's degree is required, Master's degree preferred. The position requires a demonstrated strong ability to communicate, organize, and manage. 1-3 years Slate experience is required. A background in database management is strongly preferred, as well as proficiency in all Microsoft software. Experience with Banner Student Information System preferred. A commitment to the Christian-based mission of Mississippi College is also expected.

Reports to: Registrar and Director of Student Success Data