

MISSISSIPPI COLLEGE

A Christian University

Office of the Registrar

Title: Assistant Director of Data Processing & CRM Coordinator

Department: Office of the Registrar

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.

Primary Function:

- This position will act as the CRM Coordinator, he/she will:
 - Oversee the training of faculty and staff that require access to the CRM.
 - Collaborate with IT administrators on the configuration and design of the CRM.
 - Oversee and coordinate the migration of data to the CRM.
 - Coordinate with IT administrators to install and implement various updates and improvements to the CRM.
 - Troubleshoot and monitor the processes within the CRM.
 - Coordinate with IT administrators to ensure the migration of CRM data to the SIS.
 - Responsible for developing reports from the CRM and distributing to various constituents as needed.
- This position will act as the Assistant Director of Data Processing, he/she will:
 - Will manage the Data Processing and CRM Operations team.
 - Oversee and direct the internal and external CRM processing procedures.
 - Teach best practices within the CRM.
 - Provide training and direction to all processors within the CRM.
 - Provide functional support to all processors within the CRM and provide opportunities for collaboration amongst processors.
- Will be expected to offer solutions and expertise in order to streamline processes.

- He/She should have knowledge of FERPA Regulations
- Attend Slate conferences, periodic webinars, and other professional development opportunities.

Other Responsibilities:

- Will work with the Registrar to create reports for the institution.
- Participate in orientation/registration and graduation activities as needed.
- Attend and contribute to staff meetings as appropriate.
- Other duties as assigned.

Education, Skills, and Experience Required

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

Reports to: Registrar and Director of Student Success Data