



Manager of Data Operations and Campus Relations

Position Details

Date of issue: January 2024

Position number: 00024850

Department and Campus: Shared Processing Center (SPC), University of Maine (UM)

Workplace Location: Office or Hybrid

Collective Bargaining Unit (CBU): Universities of Maine Professional Staff Association (UMPSA)

Job family and Wage grade: 11, 04

Essential Employee: No

Fair Labor Standards Act (FLSA): Exempt

Primary Purpose of Position

This position is a member of the Shared Processing Center (SPC) team providing functional, professional, operational, and technical support to the Director of the Shared Processing Center Operations, the Manager for Loan Processing and Receivables Management and the various UMS offices supported by the SPC. The primary purpose of this position is to manage and support the SPC business processes in a technical capacity. The employee will be responsible for creating and maintaining Prospect Data Load functionality; leading the yearly Common Application configuration processes; and assisting Information Technology (IT) in resolving data and system issues. Secondary purposes of this position are to provide timely, accurate processing of admission functions including, but not limited to, admission application and transfer credit processing; duplicate emplid resolution; and data retrieval from MaineStreet. Work involves considerable internal and external contacts; difficult non-routine tasks, including research, planning, building, testing, and final implementation of various projects; hiring, training and day-to-day supervision of one to three Administrative Specialists employees; and administration of department policies and procedures. Independent judgment, initiative and discretion are exercised daily in answering verbal and written communications and in interpreting departmental policies and practices. Work is performed under general rather than specific instruction.

Essential Duties

- Provides technical business process support. Works with the University of Maine System (UMS) technical and functional staff to review and develop new



functionality as well as resolve PeopleSoft and ImageNow functionality problems and data integrity issues.

- Leads the Common App configuration for all UMS campuses. Works with IT on required changes/updates to templates for all application types. Updates and maintains the lists of majors for the System App and Common App applications.
- Updates the Prospect Data Load (PDL) mapping definitions, as needed. Creates new PDL processes when additional batch loads are requested.
- Writes complex queries to retrieve data from the student information system for SPC staff and when responding to requests for information from various UMS departments.
- Runs and maintains processes to generate and send out application acknowledgement communications using multiple software systems that are used to pull in the data, organize it and send out the communications. Makes updates to this process when necessary.
- Resource to campuses on admissions application and transfer credit processing questions and provides technical assistance across UMS when needed.
- Represents the department to internal and external individuals and groups, which may include making decisions that affect the department.
- Communicates verbally and in writing on non-routine matters which may involve interpretation of policy.
- Assists with the identification and resolution of duplicate Empl IDs in MaineStreet.
- Performs PUM updates and HighPoint testing.
- Hires and supervises 1-3 Administrative Specialists. Monitors and evaluates the quality of their work, accuracy, and output. Generates quality control reports on a regular basis out of current systems (for example PeopleSoft and ImageNow) to ensure data and document integrity.
- Performs data entry tasks including, but not limited to, processing admission applications, entering transfer credit course work, building courses and subjects for non-UMS schools and batch loading of external files (examples are test scores and early college students).
- Assist Loan Processing with computer and technical matters.

Nonessential Duties

Perform other comparable duties as assigned by the director.



Professional Activities

May be responsible for participating in university, system, local, regional, and national professional development activities and organizations that are appropriate to position functions.

Supervisory Responsibilities

Supervises 1-3 Administrative Specialists staff members.

Reporting Relationship

Reports to the Director of Shared Processing Center Operations.

Knowledge, Skills, and Qualifications

Required:

- Possesses a bachelor's degree and 3-5 years of related work experience or 10 or more years of similar work experience, preferably in higher education.
- Demonstrated strong organizational, analytical, and problem-solving skills.
- Demonstrated ability to develop and implement new functionality and/or business processes updates.
- Strong technical skills, including demonstrated familiarity with word processing, spreadsheets, databases, and Microsoft Office software.
- Experience with PeopleSoft and document imaging.
- Demonstrated strong interpersonal skills with the ability to work with all types of individuals at all levels, regardless of their background, experience, or personality.
- Excellent communication skills, both verbal and written.
- Experience with a wide range of technology.
- Ability to work simultaneously on multiple projects and deadlines.
- Ability to work independently as well as collaboratively in a fast-paced team environment.
- Ability to learn and apply policies (both academic and personnel).
- Ability to work with broad instructions and objectives that may require judgment and initiative.

Preferred:

Prior supervisory experience.

Note: University Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.



Signatures

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____