

BELHAVEN UNIVERSITY

Student Services Representative for Adult, Graduate, and Online Programs

Belhaven University is an innovative and academically progressive institution built on the timeless principles of scholarship, service, and biblical truth. Since its founding, Belhaven University has sought to fulfill the mission expressed in its motto: "to serve, not to be served."

"Our Standard is Christ" is the identifier of Belhaven University because as an institution we are committed to honoring the Lord in all we do. Located in Jackson, Mississippi, we are one of America's most innovative and fastest growing private schools, serving nearly 3,500 undergraduate and graduate students. This includes the 940 traditional students in Jackson. Belhaven University was an early innovator in accelerated adult education, and have equally led the way among Christian schools in establishing robust online degree programs.

Description of Position

The Student Services Representative supports the administration of services needed so online students can persist to graduation and supports the director in managing the Student Services team.

Responsibilities

- Counsels adult, graduate, and online students on all facets of the program and encourages them to persist to graduation
- Assists students with inquiries or refer them to appropriate office/person
- Keeps open timely channels of communication with students concerning policies, procedures, and any changes in schedule
- Assists students on the use of BlazeNet and Canvas
- Maintains student enrollment records and degree completion planning and registration
- Works with faculty to assure that grades and attendance are reported in a timely manner; counsels students on attendance via phone and processes attendance records
- Prepares new student Orientation and current student information sessions
- Produces and distributes spreadsheets and reports on new student information, enrollment, and retention
- Reviews website, catalog, and student handbook regularly for revisions/updates
- Develops in-depth understanding of Adult, Graduate, and Online Student Services Handbook
- Processes Course Withdrawals, Program Withdrawals, no starts, drops, Program changes, Concurrent Entry approval and other related responsibilities according to Belhaven policy
- Develops in-depth understanding of Student Service procedural manual for Adult, Graduate, and Online Student Services
- Participates in staff meetings and other committee meetings as needed
- Other duties as assigned

This announcement covers most of the significant duties performed by the position, but does not include other work, which may be similar, related to, or a logical assignment for the position.

Qualifications

The successful candidate must articulate a Christian worldview in one's area of service and must fully support the University Vision, Mission and Statement of Faith. <https://www.belhaven.edu/about/mission/>

- Bachelor's degree required, Masters preferred
- Preference will be given to candidates who have graduated from or have worked at Christian college or organization
- Possess both verbal and organizational skills and exude an affable demeanor with the willingness to engage the public and academic communities on behalf of the University

- Experience in a college admission, marketing, or counseling is desired but not necessary if the candidate possesses strong communication skills and is task-oriented.

Application Process

To be considered for this position, a complete application packet must be received. Complete application packet will include the following:

- Letter of Intent; including explanation of how your prior experience fulfills above responsibilities and qualifications
- Resume
- Reference list with contact information (including Senior Pastor)
- Please prepare a brief account (no more than 750 words) of your spiritual pilgrimage including the time and circumstances surrounding your becoming a believer in Christ and your current relationship with Christ. Please click on this link <https://www.belhaven.edu/pdfs/employment/letter-of-employment-commitment.pdf> to review Belhaven University's Commitment Statement including our employee expectations. Should you receive a job offer you will be asked to sign accepting this commitment.

Only applicants who submit all five required items will be considered.

Email complete application packet to:

Catina Tate, Director of Student Services
Belhaven University
ctate@belhaven.edu
No phone calls, please.

Additional information about Belhaven University may be found at www.belhaven.edu.

Employment at Belhaven University is contingent upon the results of an independent background check.