

# BELHAVEN UNIVERSITY

*Our Standard is Christ*

## **Overview**

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

## **Responsibilities**

- Counsels Online students on all facets of the program and encourages them to persist to graduation
- Assist students with inquiries or refer them to appropriate office/person
- Keep open timely channels of communication with students concerning policies, procedures, and any changes in schedule
- Assist students on the use of Blazenet and Canvas
- Maintain student enrollment records and degree completion planning and registration
- Work with faculty to assure that grades and attendance are reported in a timely manner; counsel students on attendance via phone and process attendance records
- Prepare new student Orientation and current student information sessions
- Produce and distribute spreadsheets and reports on new student information, enrollment, and retention
- Review website, catalog, and student handbook regularly for revisions/updates
- Develop in-depth understanding of Online Student Services Handbook
- Process Course Withdrawals, Program Withdrawals, no starts, drops, Program changes, Concurrent Entry approval and other related responsibilities according to Belhaven policy
- Develop in-depth understanding of Student Service procedural manual for Online Student Services
- Participate in staff meetings and other committee meetings as needed
- Other duties as assigned

A bachelor's degree is required; preference will be given to graduates of Belhaven University or a Christian College Graduate at the Master's or Bachelor's degree-level. The candidate must 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 college admission, marketing, or counseling is desired but not necessary if the candidate possesses strong communication skills and is task-oriented.

Interested applicants may make application by submitting:

- 1) Letter of interest
- 2) Resume
- 3) Reference list with contact information (including personal Pastor)
- 4) Statement of faith, including description regarding how the candidate would seek to integrate their faith into the Education Partnership Manager position.

5) 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

[http://www.belhaven.edu/belhaven/employment\\_pdfs/LetterOfEmploymentCommitment.pdf](http://www.belhaven.edu/belhaven/employment_pdfs/LetterOfEmploymentCommitment.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.

Interested applicants should send their information to [ksloan@belhaven.edu](mailto:ksloan@belhaven.edu).

Kathleen Sloan, Manager of Operations for the Adult/Graduate/Online Division

No phone calls, please.

Additional information about Belhaven University may be found at [www.belhaven.edu](http://www.belhaven.edu).