

BELHAVEN UNIVERSITY

O u r S t a n d a r d i s C h r i s t

STAFF POSITION

Registrar's Office

Belhaven University, a Christian institution committed to the ministry of integrating biblical truth and learning, is searching for the ideal candidate for the Academic Records Services Coordinator of the Registrar Office at the Jackson, Mississippi campus. The Office of the Registrar at Belhaven is the primary custodian of academic records, ensures their accuracy, confidentiality, and compliance with FERPA and DOE guidelines. This is a full-time, non-exempt position. The ideal candidate has a heart for Christ and for our students to ensure they receive exemplary customer service as it relates to understanding the academic options available to them through Belhaven University and ensuring they have all the information needed to make appropriate decisions concerning their academic careers and ensuring their individual academic progress is accurately reflected in their official records.

Responsibilities

The Academic Records Services Coordinator will work with the Office of the Registrar team members to facilitate the processes necessary to ensure students receive excellent customer service from the registrar's office. The duties associated with this position include, but are not limited to: distributing student assistance requests through the university ticket system and the ImageNow workflow system to ensure all student needs are met in a timely and efficient manner, providing level one support to students via phone, managing the team of student workers who provide receptionist support services, processing all transcript and enrollment verification requests, handling student record changes such as course, program and term withdrawals, and performing other student record updates and student communications as needed.

Qualifications

A bachelor's degree required. Ability to work with a team dedicated to the academic success of students. Excellent customer service skills including the ability to actively listen to student requests and uncover the central issues of concern. Ability to handle and de-escalate situations. Attention to detail and ability to learn and adapt to new processes with ease. Excellent verbal and written communication skills and capable of working with faculty, staff, parents, and Belhaven students. Ability to handle and track projects with frequent interruptions.

Compensation

Compensation and rank are commensurate with qualifications and experience. The University supplements major medical insurance. A 403b retirement plan is available for eligible employees to contribute pre-tax dollars with Belhaven University matching up to 8% of annual salary.

To apply, please submit the following:

- Letter of intent, including explanation of your interest in Christian higher education, and how your background fulfills each of the Responsibilities and Qualifications described above
- Resume, including contact information for at least 3 professional references
- A brief account (750 words or less) of your spiritual pilgrimage including the time and circumstances surrounding becoming a believer in Christ, your current relationship with Christ, and how you would seek to integrate your faith into this role.

[Follow this link](#) to review Belhaven University's Commitment Statement, including our employee expectations. Should you receive a job offer, you will be asked to accept this agreement by signing it. Applicants must be able to fully support the [University vision, mission and statement of faith](#) and contribute to the spiritual and academic fellowship of the University.

Send materials, confidential questions, and/or nominations to:

Dr. Bradford Smith, Provost and Vice President for Academic Affairs c/o Kim Campbell, Director of Academic Administration kcampbell@belhaven.edu