

BELHAVEN UNIVERSITY

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

Position Title	Admission Operation Support Specialist
Department	Office of Admission
Direct Supervisor	Manager of Admission Operations

Position Description

This position's primary responsibilities are to support the University's efforts to collect required admission application documentation and information from prospective first-time freshman and transfer students. This is accomplished by utilizing various communications including but not limited to in-person, phone, email, direct mail and texting students, parents and school counselors requesting information and/or documentation required to complete the applicant's admission application. The incumbent works closely with the Admission Operations team as well as admission counselors to coordinate application outreach when appropriate and interfaces closely with high school counselors and external agency representatives.

Required Skills

- Be detail oriented.
- Adept at utilizing various forms of communication and comfortable speaking with prospective students and their families on a regular basis in both qualified and cold call situations.
- Be able to develop and maintain rapport with students and parents and external constituents/agencies who can help secure application documentation and information.
- Have the ability to identify performance opportunities and gaps and to track progress utilizing the University's Customer Relationship Management system (CRM) and generate reports.
- Work independently and under supervision as a team player to achieve positive results.
- Be motivated by working toward defined target outcomes and have the ability to set individual production goals.

Position Activities

- Track missing items required to complete admission applications using the University's CRM System.
- Conduct outreach and communicate directly with students, parents, school counselors and other constituents who can help student's complete their applications.
- Communicate in-person, via email, phone, text and direct mail.
- Report and record outcomes in the CRM.
- Able to perform all tasks needed in admission operations, including but not limited to, processing application, linking documents, and reviewing applications for admission

- Communicate results/outcomes to admission leadership and team members.
- Coordinate outreach with individual admission counselors when appropriate.
- This position is full-time and on-campus
- Other responsibilities and duties as assigned.

Qualifications

An associate's degree is required, a bachelor's degree is preferred. Belhaven graduates are encouraged to apply. 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. The candidate must fully support the vision and mission of the University as well as subscribe to its Statement of Faith.

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 Enrollment Counselor 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 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 lkimes@belhaven.edu.

Lori Kimes, Manager of Admission Operations

No phone calls, please.

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