

# **BELHAVEN UNIVERSITY**

## **Student Finance Services Front Desk Coordinator**

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 Finance Services Front Desk Coordinator welcomes students and families in accordance with the BU mission "to serve and not to be served" in a professional, knowledgeable, servant-minded manner. This position will project a helpful, knowledgeable face upon the department.

### **Responsibilities**

- Demonstrate superior customer service.
- Establish and maintain positive relationships as primary point person in the business office.
- Responsible for creating a distinctively positive experience for students, parents and staff.
- Warmly greet everyone that comes to or calls the office.
- Engage with guests (students, parents or staff) to find out what they need and direct them to the appropriate individual or department.
- Keeps open timely channels of communication with students, parents or staff concerning policies, procedures, and any changes.
- Answer telephones and respond to inquiries via telephone or email.
- Book meeting rooms, set up conference calls and take messages and minutes during meetings, as needed.
- Perform administrative tasks, including filing and photocopying.
- Write emails, memos and letters.
- Implement and/or develop office procedures and record systems.
- Order and maintain supplies.
- Organize and distribute messages.
- Prepare and mail outgoing correspondence.
- Maintain confidential department files/records.
- Participates in staff meetings and other meetings as needed.
- While performing the duties of this job, the employee is regularly required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee is frequently required to stand; walk; use hands to feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and move up to 35 pounds.

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**

- Bachelor's degree from an accredited college or university or 3 years of experience.
- Ability to work both independently and collaboratively in a dynamic and demanding environment.
- 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 a business office is desired, but not necessary if the candidate possesses strong communication skills and is task oriented.
- Ability to maintain a high level of confidentiality and treat confidential matters with tact and discretion.
- Excellent computer skills, particularly in MS Office Suite products such as Word, Excel, PowerPoint, and Outlook.
- Ability to work both independently and collaboratively in a dynamic, high paced environment.
- Demonstrated professional work ethic, a positive attitude and troubleshooting skills.
- Ability to work with a highly diverse staff, faculty, and student body.

## **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
- 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.

## **Send, or email complete application packet to:**

Dr. Stacey L. Duke  
AVP for Finance & Operations Administration  
Belhaven University  
1500 Peachtree Street  
Jackson, MS 39202  
Email: [sduke@belhaven.edu](mailto:sduke@belhaven.edu)

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