

## **Houston Campus Student Services Counselor for Adult, Graduate and Online**

### **Overview**

Belhaven University, a Christ-centered university located in Jackson, MS with a branch campus in Katy, TX, is receiving applications for the role Student Services Counselor for the Houston campus. This position is specifically designed to place a competent and experienced higher education professional in a proactive and dynamic role of serving our adult students and working with them through the registration, academic planning, advising, and re-entry process to remain enrolled in classes at the Belhaven Houston campus.

The Student Services Counselor works with the Director of Enrollment and Student Services to execute the overall duties associated with the Student Services activities. This position requires coordination with the Director to conduct student orientations, schedule courses, communicate with students, advise students on degree plans and completion, and track student progress. In addition, this person will provide students with answers to questions concerning policies, procedures, grade and course progress, and coordinate room assignments for classes. Assistance in planning and executing student events such as Student Appreciation Week, Graduation, and Honors Ceremonies. Supporting Regional Financial Aid administrator with new student paperwork, entrance counseling, verification and missing documents needed to complete their Financial Aid process. Answering student questions on behalf of Financial Aid and serving as the advocate and local contact for the students to the Financial Aid Administrator and Financial Aid office. The Student Services Counselor reports to the Houston AGO Director of Enrollment and Student Services.

### **Functions and Responsibilities**

- Assist the Director of Enrollment and Student Services in these areas:
  - Degree Completion planning and registration
  - Maintenance of student records
  - Tracking Student Progress and At-Risk Students
  - Conduct New Student Orientation
  - Conduct New Student Registration Appointments
  - Produce and distribute reports on needed enrollment information
  - Schedule and execute Graduation Ceremony and Honor Society Events
  - Specific additional tasks as directed by Director of Enrollment and Student Services.
  
- Keep open timely channels of communication with students concerning policies, procedures, and any changes in schedule.
- Provide training for students on the use of Blazenet, Email, and Canvas
- Work with the Director of Enrollment and Student Services and Dean to assure attendance is accurately reported by faculty –to track de-registration. Also, counsel students on attendance.
- Coordinate with Dean and Dean’s assistant for room assignments for classes being held on campus.
- Track degree completion progress of students. An established number of students per month.
- Track Stop-Out/ Drop-Out Students monthly until 12 months- then turn list over to Admissions.
- Responsible for following up with stop-outs for re-entry dates. An established number of contacts required monthly. Strive to retain no less than 90% of all student starts.
- Carefully counsel students who wish to exit- to ensure the exit strategy does not negatively affect the student academically or financially.
- Counsel students on graduation deadlines, class dates, withdrawal dates and prior learning assessment opportunities and classes.

- Track Student with balances on the AR report- to ensure first it is not a missing document or hold on FA. Then contact students on the AR report to schedule a payment plan with Student Accounts, to keep balance below \$500- so they can continue coursework.
- Track Students with balances higher than \$500 and be sure they are not registered for future credits.
- Set up course sequence with the registrar's office for each term- to ensure class room size optimization and that all students are on track taking the appropriate course load for the term.
- Continuously communicating with students via phone, text, email and in person to check-in on their degree plan and anticipated graduation. An established number of student contacts daily and weekly.
- Continuing the relationships with current students, to aid in asking for referrals as well as for working with graduates to come back to our certificate and grad programs when applicable.
- Responsible for the retention of our current students and tracking all withdrawals for future re-entry dates. Also, communicate with Enrollment- when students wish to withdraw on best possible exit plan for the student.
- Responsible for checking the current APLS report daily- for communication to new students for registration appointment and orientation dates.
- Create and communicate degree planning sheet for every individual current students and new student.
- Plan each student's schedule 3 terms out- and place courses on student timeline in Blazenet.
- Execute New Student Orientation and include Regional Financial Aid Administrator or SS Advocate to present power point.
- Any other duties assigned.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **Qualifications**

- Bachelor's Degree required. Masters or Masters in progress, preferred.
- Proven and demonstrated leadership either at previous institution or Belhaven with a minimum of 2-4 years' experience in higher education or student services.
- Must be a strong self-manager with finite organizational skills.
- Must be a systems planner, critical thinker, and a policy enforcer.
- Must be willing to work evening hours at times and travel to local community events.
- Must have a heart for adult students and understand the integration of faith and learning.
- Must have excellent customer service, communication, and computer skills.
- Must fully support the University Vision, Mission, and statement of Faith found at [www.belhaven.edu/belhaven/mission.htm](http://www.belhaven.edu/belhaven/mission.htm)

### **Application Guidelines**

- 1) Cover Letter
- 2) Resume
- 3) Reference list with contact information (including your local pastor)
- 4) 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 four

required items will be considered. Application materials will be accepted until the position is filled. Additional information about Belhaven University may be found at [www.belhaven.edu](http://www.belhaven.edu)

All information should be submitted to

Erica Scardino, Belhaven University, 15115 Park Row, Suite 175 Houston, TX 77084

No Phone calls, please