

# BELHAVEN UNIVERSITY

<b>Position Title</b>	Student Services Representative
<b>Department</b>	Online Enrollment Services
<b>Direct Supervisor</b>	Assistant Vice President for Adult, Graduate, and Online Enrollment – Central Region
<b>Designation</b>	Exempt

## Overview

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

## Functions and Responsibilities

- Counsels Online students on all facets of the program and encourages them to persist to graduation
- Assists students with inquiries or refer them to appropriate office/person
- Keeps open timely channels of communication with students concerning policies, procedures, and any changes in schedule
- Assists students on the use of BlazeNet and Canvas
- Maintains student enrollment records and degree completion planning and registration
- Works with faculty to assure that grades and attendance are reported in a timely manner; counsels students on attendance via phone and processes attendance records
- Prepares new student Orientation and current student information sessions
- Produces and distributes spreadsheets and reports on new student information, enrollment, and retention
- Reviews website, catalog, and student handbook regularly for revisions/updates
- Develops in-depth understanding of Online Student Services Handbook
- Processes Course Withdrawals, Program Withdrawals, no starts, drops, Program changes, Concurrent Entry approval and other related responsibilities according to Belhaven policy
- Develops in-depth understanding of Student Service procedural manual for Online Student Services
- Participates in staff meetings and other committee meetings as needed
- Other duties as assigned

## Qualifications

- A bachelor's degree is required; Masters preferred.
- Preference will be given to candidates who have graduated from or have worked at a Christian college or organization.
- 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 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](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 [ssullivan@belhaven.edu](mailto:ssullivan@belhaven.edu).

Suzanne Sullivan, Assistant Vice President for Adult, Graduate, and Online Enrollment

No phone calls, please.

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