

BELHAVEN UNIVERSITY

Position Title	Student Services Representative
Department	Online Enrollment Services
Direct Supervisor	Director of Student Services
Designation	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.
- 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.
- 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 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 ctate@belhaven.edu.

Catina Tate, Director of Student Services

No phone calls, please.

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