



Admission Operations Support Specialist

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 **Admission Operations Support Specialist – Front Desk** provides essential customer service support to the University's admission process. The primary responsibility of this position is to welcome all prospective students and families to University when they visit campus. They will also support the admission team's efforts to collect, verify, and maintain required admission application documentation and information.

Serving as a key point of contact for the Admission Office, the Specialist welcomes and assists prospective students, applicants, families, school counselors, and visitors in a professional, courteous, and service-oriented manner. The position communicates with students, parents, guardians, school counselors, and external agency representatives to request outstanding information and documentation needed to complete admission applications.

The Specialist utilizes a variety of communication methods, including in-person interactions, telephone, email, direct mail, and text messaging, to conduct application outreach and provide timely assistance throughout the admissions process.

The Specialist works with the Admission Operations team and Admission Counselors to coordinate application outreach and follow-up activities, as appropriate.

Responsibilities:

- Welcome all guests
- Make an overwhelming positive first impression.
- Keeps lobby area inviting for visitors
- Save and track documents required to complete admission applications using the University's CRM system.
- Communicate in-person, via email, phone, text and direct mail.
- Able to perform all tasks needed in admission operations, including but not limited to, processing applications, linking documents, and reviewing applications for admission

- Clearly communicates the status of visits and outreach efforts with admission leadership and team members.
- Coordinate outreach with individual admission counselors when appropriate.
- Assists with answering the university's main phone line.
- Other responsibilities and duties as assigned.

Qualifications

- The successful candidate must articulate a Christian worldview in one's area of service and must fully support the University Vision, Mission and Statement of Faith.
<https://www.belhaven.edu/about/mission/>
- Associate's degree or higher is preferred.
- Experience in higher education and/or admission is valued.
- Must be willing to work on campus from 8:00 am to 5:00 pm.
- Must have a heart for students, understand the integration of faith and learning, and have an exemplary work ethic
- Must have excellent customer service, communication, and computer skills

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
<https://www.belhaven.edu/pdfs/employment/letter-of-employment-commitment.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.

Email complete application packet to:

Lori Kimes
Manager of Admission Operations
lkimes@belhaven.edu