

BELHAVEN UNIVERSITY

Communications Specialist – Financial Aid

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

This position assists the Senior Communications Specialist in directing incoming requests from students, faculty and staff in the most efficient manner possible. They are equally responsible for collecting and organizing required documentation in secure, efficient manner that complies with all FERPA and HEPA guidelines. This position also assists with processing departmental communications to and from students in a timely and professional manner consistent with departmental policies.

Responsibilities

- Manage departmental call software with efficiency and professionalism
- Ensure that calls and voicemails are answered and returned in a timely and professional manner with utmost focus on student/parent satisfaction
- Monitor and respond to departmental email, mail and other documents submitted within a timely manner
- Perform duties as may be assigned by the appropriate authority

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

- Proven experience with multi-line phone systems
- Proficiency in Microsoft Office products; specifically, Outlook, Excel and Word
- Associate's degree or equivalent from two-year college or a Bachelor's degree preferred
- Strong organizational, analytical, planning, and communication skills
- Ability to work both independently and collaboratively in a dynamic and demanding environment
- Proven ability to manage multiple complex assignments with sensitivity to deadlines, priorities and changing circumstances
- Demonstrated professional work ethic and positive, problem-solving attitude and troubleshooting skills
- Excellent customer service and communication skills, both verbal and written
- 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.
- The individual must understand and be personally and professionally committed to a Biblical world-view that integrates Christian faith with the learning environment as emphasized in the mission of Belhaven University.
- Candidates must fully support the vision, mission, and statement of faith at Belhaven University found at <https://www.belhaven.edu/belhaven/mission>.

Application Process

Interested applicants may make application by submitting:

- Letter of interest
- Resume
- Reference list with contact information (including personal Pastor)
- Statement of faith, including description regarding how the candidate would seek to integrate their faith into the position.
- 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.

Only applicants who submit all five required items will be considered.

Interested applicants should send their information to:

Jessica Bagwell
jnbagwell@belhaven.edu

No phone calls, please. Additional information about Belhaven University may be found at www.belhaven.edu.

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