



Bethune-Cookman University

Job Title: STUDENT SUPPORT SERVICES COORDINATOR

Sector: School of Graduate and Professional Studies

JOB SUMMARY:

The Student Support Services Coordinator functions as a customer service facilitator for a variety of services: including admissions, registration, and retention and data entry. The student support services coordinator helps students connect with campus resources and assists with retention reporting to faculty, staff or administration.

ESSENTIAL FUNCTIONS:

- Acts as admissions counselor for new students in conjunction with other staff.
- Counsels prospective students in person and via phone and email contact regarding admissions procedures and requirements.
- Processes and coordinates all information including prospects, applicants and student information.
- Corresponds with applicants regarding admissions, application, and financial aid procedures and deadlines; and with current students regarding registration procedures and deadlines to insure that all required materials are submitted in a timely manner.
- Creates and maintains all student files and provides duplicates for Registrar's office records.
- Registers all graduate and Accelerated Business Administration degree program students in first semester classes, limited advising required.
- Coordinates with Graduate Recruiter, Miller Center Staff, Admissions, and Registrar's offices to develop, refine, and maintain the Graduate and Accelerated program's admissions and registration processes.
- Provides assistance to professional studies students and Miller Center Director/Coordinator by facilitating their needs with the main campus offices.
- Coordinates and maintains open line of communication with the Offices of the Registrar, Financial Aid and Student Accounts.
- Assists with the implementation of the Alpha Sigma Lambda Honor Society activities when appropriate.
- Communicates information to students regarding program and University policies and procedures.
- This position supports both the Professional Studies and the Graduate Programs.

- Other responsibilities as assigned by the Dean of the School of Graduate and Professional Studies.

REQUIREMENTS:

- MA/MS Degree in Social Sciences, Education or Business and 1 year work experience in student services or a BA/BS degree in Social Sciences, Education or Business and 4 years work experience in student services.
- Data entry skills, knowledge of student retention and intrusive academic advisement.
- Knowledge of Jenzabar (EX or TE) system or the ability to learn and maintain campus management modules.
- Excellent interpersonal and customer service skills.
- Ability to manage all student enrollment processes, including report presentations and writing.
- Advanced word processing, spreadsheet and PowerPoint skills.
- Ability to relate to diverse student populations and promote a high level of professionalism.

APPLICATIONS:

Applicants will be required to submit a university employment application, available online at <http://www.cookman.edu/facultyStaff/hr/apply.html>

In addition, please submit a letter of application, resume/curriculum vitae, three professional letters of recommendation with names, addresses, and telephone numbers, and official transcripts from all undergraduate and graduate schools attended to: Office of Human Resources, Bethune-Cookman University, 640 Dr. Mary McLeod Bethune Blvd., Daytona Beach, FL 32119 or via email at hr@cookman.edu.

For more information, please contact Human Resources at (386) 481-2049 or email at hr@cookman.edu.