JOB OPENING

POSITION: Assistant for Student Success & Academic Services (Houghton College Online)
            Full Time— temporary (about 3 months)

START DATE: August 2019

REPORTS TO: Dean of Houghton College Online

JOB SUMMARY:
The Assistant for Student Success & Academic Services is responsible for providing and promoting a positive learning experience for online students in order to bolster student retention, success and completion rates. Primary responsibilities include serving as a “Success Coach” and academic advisor to current undergraduate and high school online students, completing initial transfer credit evaluations for prospective students of an online undergraduate degree program, and digital orientation to the Learning Management System. This position is supported by an Online Leadership Team. This position will provide temporary coverage for a leave of absence.

DUTIES & RESPONSIBILITIES:

Academic Advising:

- Guiding students through the process of course registration / selection while ensuring students’ selections reflect their personal career/educational goals and needs
- Oversight of digital orientation of all online students involving active, often 1:1 support and attention to ensure readiness for a start date
- Maintaining frequent contact with current students to ensure satisfaction and satisfactory academic progress
- Serving as liaison for current students to academic departments and various offices on campus such as the Registrar, Student Financial Services and Technology Services. This includes sharing important deadlines or other college updates, gathering data and assisting in obtaining necessary paperwork regarding registration and billing
- Communicating / troubleshooting with current students regarding registration, billing, academic performance, and technical difficulties
- Assisting current students in determining the best method for fulfilling “gap” credits (i.e. remaining liberal arts or general education credits) needed for graduation

Internal/Processing:

- Maintaining up-to-date degree completion information for current students
- Registration oversight of any new online program and / or initiative
- Assisting /communicating with any former Adult Education, PACE, or Online student with requests regarding completing a degree
- Communicating regularly with Student Financial Services regarding aid eligibility, paperwork, and billing concerns for current students & assisting with student outreach as necessary
- Maintaining frequent contact with the Dean of Houghton College online regarding improvements, difficulties, and concerns of current students

Admissions:

- Completing all SAP (Satisfactory Academic Progress) audits and Transfer Credit Evaluations for prospective undergraduate online applicants (with help from the Registrar’s Office)
• Communicating degree-completion / transfer credit information, course schedule, and program information for all accepted undergraduate online students
• Engaging applicants via phone & email and communicating this information while integrating Houghton Online’s value proposition in conjunction with the Assistant Director of Admissions for Houghton College Online

Additional duties / responsibilities as needed and assigned.

MINIMUM REQUIREMENTS:

• Bachelor’s degree
• Computer and database management skills including Microsoft Office
• Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail
• Ability to work independently while contributing to a team environment
• Ability to analyze problems, identify solutions and take appropriate action in student-related matters

PREFERRED REQUIREMENTS:

• Training/experience in admissions, counseling/advising or relevant higher education experience

Houghton College is fully committed to a culturally diverse faculty, staff and student body. Successful candidates will evidence similar commitments.

Application Procedure:

To apply please submit the following materials via email to: jobs@houghton.edu.

(1) Cover Letter
(2) Resume
(3) 3 References
(4) Answers to the following questions:

Please review Houghton College’s Community Covenant and Doctrinal Statement available here:

http://www.houghton.edu/community-covenant/
http://www.houghton.edu/spiritual-life/doctrinal-statement/

1. Please provide a brief description of your faith journey, including the nature of your current participation in a local church or fellowship.
2. What motivates you to seek employment with an institution that strives to work together in the manner described in the community covenant?
3. Do you have any questions or concerns regarding either the doctrinal statement or community covenant?

Review of applications will begin immediately and will continue until the position is filled. All offers of employment from Houghton College are contingent on the successful completion of a criminal background check.