Position: Campus Services Coordinator – Asheville Campus (full-time, hourly – 40 hours per week)

Supervisor: Director of Campus & Faculty Services

Summary: Under general supervision, the Campus Services Coordinator position sets the overall welcoming tone of the location assigned, greeting guests and visitors at the front reception desk and answering the campus incoming phone calls. Additionally, the position is responsible for managing the day-to-day operations of the campus. Responsibilities include oversight of the facility, classroom settings, classroom rentals, procurement of course materials for students and faculty, campus store operation and the fiscal year-end inventory. This person will also be the first point of contact for student accounts issues such as new student paperwork, cash receipts, invoice mailings, and collections. This position requires top-notch student care and visitor service.

Requirements:

- Exemplifies agreement with Montreat College's Christ-centered Mission, Vision, and Values by demonstrating and articulating a personal Christian faith.
- Associate's degree required; bachelor's degree preferred.
- A minimum of 2 years of administrative experience required, office management experience preferred.
- A high level of organization and ability to multi-task.
- Ability to coordinate meetings and events.
- Ability to work cross-functionally and determine appropriate levels of communication across departments.
- Strong written and verbal communication, interpersonal, and analytic skills.
- Ability to handle multiple projects with varying priorities simultaneously and with enthusiasm.
- Strong attention to details and ability to work independently while managing time within project schedules.
- Proficient with Microsoft Office programs (Word, Excel, and PowerPoint), technology, and Internet usage.
- Some night and weekend hours may be necessary.
- General lifting of up to 50 lbs may be required.

Position Responsibilities:

- Enthusiastically greet guests, answer telephone calls, and direct calls to the appropriate staff as necessary.
- Open and close the campus Monday through Friday and coordinate Saturday hours through working staff and/or instructors.
- Act as a campus liaison to internal and external contacts.
- Perform a variety of general clerical support tasks, including but not limited to data entry of student information, word processing, establishing procedures, collating information, scanning, faxing, printing, filing, and sorting of mail.
- Implement and maintain office systems.
- Manage P-card purchasing, reconciliation, and tracking for center expenditures.
- Manage the campus Lost and Found.
- Oversee the creation of student Photo ID cards (e.g., maintain equipment, take student photos, send to Safecard, and distribute IDs).
- Order program delivery supplies (i.e., whiteboard markers and erasers, flip chart tablets, batteries, etc.).
- Maintain copy machine, printer, and supplies. Order and stock toner and waste toner supplies for copy machines, and printer supplies as needed.
- Keep the student break room stocked with appropriate needs such as paper towels, hand soap, and first aid kit needs.
- Issue, track, and/or replace building and office keys.
- Coordinate use of classroom space (i.e., project classroom use, set up classrooms for use, and straighten rooms after classes); Clean classroom white boards.
- Place service request calls for equipment, computers and furniture, as needed.
- Track course classroom assignments and post each session for student, staff, and faculty usage.
- Order, deliver, and track updates of all graduate programs textbooks.
- Organize internal and external events.
- Prepare signage and flyers and post announcing events and activities.
- Maintain campus bulletin boards are kept up-to-date and presentable.
- Make room reservations for study group needs.
- Serve on college committee(s) if appointed.
- Complete reports as requested by program leadership.

**Student Accounts Responsibilities:**

- Assist newly enrolled students with understanding and completing new student paperwork; follow up with students that have missing or incomplete forms; and submit completed forms to Montreat Student Accounts office.
- Review and mail monthly statements. Print, mail and/or email statements upon student request.
- Process Drop/Add forms and Program Withdrawals.
- Process payments from students and provide receipts upon student request.
- Serve as the first step in the collection process by meeting with students that have past due balances, sending payment reminders and initial collection letters, and resolving issues that are preventing student payments.
- Track Self-Pay students and send email reminders prior to the start of the term.
- Increase student retention and payments by anticipating events that might result in student withdrawal and/or nonpayment.
- Other duties as assigned.

Expected Schedule:

Expected schedule is Monday through Thursday, 10:00am through 7:00pm (with an hour for lunch).

Fridays from 8am – 5pm

Application Requirements:

Review of applicants will begin immediately and continue until the position is filled. Candidates are requested to send the following materials:

1) Professional Resume
2) Cover letter
3) Personal testimony of salvation
4) List of three professional references

By Mail:

Susan DeWoody
Vice President & Dean for Adult and Graduate Studies
Montreat College
P.O. Box 1267
Montreat, NC 28757
Or email to: AGSjobs@montreat.edu

Email submission of application materials is strongly preferred.

About Montreat College:

Montreat College is a Christian liberal arts college accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to offer masters, bachelors, and associates degrees. The main campus is located in the Blue Ridge Mountains fifteen miles east of Asheville, North Carolina, a region recognized as one
of the most attractive living environments in the United States. Satellite campuses in Asheville, Charlotte, and other sites supplement the main campus. The College is committed to Christ-centered teaching and learning, and is a member of the Council for Christian Colleges & Universities.