



Navigator

About Erskine College

At the heart of Erskine College is its Christian identity. The mission of Erskine College is to glorify God as a Christian academic community where students integrate knowledge and faith, equipped to flourish as whole persons prepared for lives of service, leadership, and influence through the pursuit of undergraduate liberal arts, graduate, and seminary education.

Description

The Navigator reports to the Senior Director of Enrollment and is Erskine's hub for student support services, including but not limited to registration, academic life cycle planning, course enrollment and scheduling, financial aid clearance, financial account planning, and communication for a subset of incoming students and a subset of current students.

Typical Duties

- Develop a collegial and collaborative rapport with students to provide proactive and exceptional student support
- Typically, will manage a student population of 100-200 based on level of development in the job
- Counsel and serve as the student's advocate for new and returning students regarding College policy and procedures
- Provide superior communication of College requirements and continually progress the student toward enrollment/graduation
- Collect all required documents for academic and financial progression and clearance
- Implement communication plans in conjunction with different departments, including Academics, Registrar, Student Development, Financial Aid, and Finance Division
- Execute a detailed and continuous clearance process, communicating regularly with active students, to ensure timely collection of student balances
- Collaborate with Senior Director of Enrollment and Erskine Central team to continuously improve student enrollment and communication experience
- Collaborate with other enrollment department teams to coordinate new student orientations, student clearance events, and move-in days
- Adhere to all College policies, procedures, and compliance guidelines
- Represent Erskine to students and families in a positive, professional, and Christlike manner
- Perform other duties as directed

Other Duties and Responsibilities

Collaboration, confidentiality, and integrity are critical to success in this role. Completing other duties and tasks with utmost integrity and professionalism, as directed and not necessarily mentioned in this description, will be expected.

Knowledge and Qualifications

- A personal relationship with Jesus Christ
- Commitment to Erskine's vision, mission, and statement of faith
- Willingness to offer spiritual support to students and staff
- Must have personal knowledge and working knowledge of a student lifecycle and enrollment management operations
- Must have a technical working knowledge of student information systems

Education and Experience

Bachelor's degree is required. Must have 3 years of verifiable customer service experience, preferably in a higher education setting

Ability and Skills

- High attention to detail and accuracy; highly organized
- Ability to work independently and collaboratively in a high-volume, fast-paced environment
- Exceptional communication and customer service skills, verbally and in writing
- Ability to effectively communicate with others and to work harmoniously with related personnel
- Maintain collaborative relationships cross-departmentally
- Ability to organize and prioritize work

Application Process

To ensure full consideration, interested candidates should complete the online application, which can be found [here](#). In addition, please provide the following:

- Resume
- Cover letter
- References (at least three)