



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

Navigators report to the Lead Navigator and serve in Erskine's one-stop student services function (Erskine Central) including but not limited to registration, academic life cycle planning, course enrollment and scheduling, financial aid clearance, financial account planning, and communication for incoming and current students.

Responsibilities

- 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 students' advocate for new and returning students regarding college policy and procedures
- Provide superior communication of college requirements and continually progress the student towards 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 Life, Financial Aid and Business Office
- Execute a detailed and continuous clearance process, communicating regularly with active students, to ensure timely collection of student balances
- Collaborate with Director of Admissions and EMS 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

Qualifications

- Bachelor's degree (preferred)
- Personal relationship with Jesus Christ as well as a commitment to Erskine's Statement of Faith and Biblical Distinctives
- Be able to provide prayer and faith guidance support to students
- Commitment to Erskine's Mission and Vision
- 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
- 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

This position will be filled on or after July 1, 2024. To ensure full consideration, interested candidates should complete the online application, which can be found [here](#). In addition, please provide the following:

- Resumé (please include any relevant certifications)
- Cover letter
- References (at least three)
- If you have a portfolio of work, please email holmes@erskine.edu and provide links.