

## **School of Distance Education**

### ***Support Services Specialist***

Level G-03

Salary Range: \$9 to \$11.50

### **Institutional Mission**

Southwestern Assemblies of God University exists to equip students spiritually, academically, professionally, and cross-culturally for their God-given careers and callings.

### **Position Overview**

The Support Services Specialist serves in the School of Distance Education, supports the Christian culture of SAGU by providing student support, and helping to carry out the daily operations of the Distance Education office.

### **Responsibilities**

- Support and intentionally facilitate an environment conducive to discipleship and spiritual formation
- Assist in student orientations for University Extension Program (UEP) students
- Assist in student orientations for Distance Education students
- Assist online students through the Course Selection and Financial Registration process
- Assist online Strategies for Student Success (S3) instructors follow up with new students
- Assist with course schedule building for new students
- Assist with State Authorization research and applications
- Assist with Student Care Calls
- Assist the School of Distance Education with special projects and events as needed
- Assist with answering or directing incoming email to the School of Distance Education
- Assist with the development of new Distance Education retention strategies
- Maintain files and student records related to the School of Distance Education
- Provide UEP Directors with information on student progress for retention purposes

### **Organizational Relationship**

Reports to and is accountable to the Director of Distance Education Operations.  
Committee membership as assigned.

## **Qualifications**

- Faith, service and lifestyle that meets University expectations (See IPM sections: “Statement of Core Values,” “Doctrinal Statement,” “Christian Standards,” “Lifestyle Standard.”)
- High School graduate, Bachelor’s degree preferred
- High level of organizational skills
- High level of telephone communication skills
- High level of computer skills
- Experience using Microsoft Office software
- High level of initiative and self-motivation
- Management and leadership ability
- Creative and able to see new ideas through to completion
- Ability to work together as a part of a team
- Ability to work in a fast paced environment
- Ability to pay attention to details
- Ability to protect the privacy of education records
- Ability to serve guests consistently and efficiently
- Ability to work professionally and courteously with students, faculty, staff, and the public

**Contact:** Human Resources at [humanresources@sagu.edu](mailto:humanresources@sagu.edu)

**Application Process:** Applications are available in the Human Resources office or one can be downloaded and printed at [www.sagu.edu/employment](http://www.sagu.edu/employment). Incomplete forms will not be accepted. Your resume may be included when submitting the application to the Human Resources Office. An online application is also available at [www.sagu.edu/employment](http://www.sagu.edu/employment).

## **Fair Labor Standards Act**

This position is not exempt from overtime.