



Job Vacancy Announcement  
**One-Stop Student Support Specialist**

**POSITION TITLE:** One-Stop Student Support Specialist

**JVA#:** 2026-10

**DEPARTMENT** Finance and Administrative Affairs

**POSITION SUMMARY:** The One-Stop Shop Student Support Specialist serves as a frontline point of contact for students, prospective students, parents, and campus stakeholders seeking assistance related to admissions, financial aid, registration, student accounts, and academic records. This position works collaboratively across the Offices of Financial Aid, Registrar, Student Accounts, and (occasionally) Admissions to provide coordinated, accurate, and timely support, troubleshoot issues, and guide students through complex processes or systems. The Specialist is expected to apply judgment, discretion, and strong communication skills to resolve questions, escalate issues appropriately, and recommend process improvements to enhance student service.

**POSITION CLASSIFICATION/COMPENSATION:** This position is a Nonclassified, full-time, and carries a Non-Exempt status under the Fair Labor Standards Act, and serves at the will and pleasure of the President. Actual compensation will be commensurate with specific qualifications and experience related to the position. The position is dependent upon available funding.

**CORE RESPONSIBILITIES:**

**Frontline Student Support & Triage**

- Serve as a first-contact resource for students, families, and staff via phone, email, chat, and in-person regarding admissions, financial aid, registration, billing, and academic records issues.
- Triage inquiries to the appropriate offices (Financial Aid, Registrar, Student Accounts, Admissions) and follow through to resolution.
- Guide students step-by-step through required processes (e.g., submitting documents, satisfying holds, registration, billing payments) and ensure deadlines are met.

**Application, Records & Financial Aid Assistance**

- Assist in processing admissions materials, verifying credentials, evaluating basic admission requirements, and ensuring completeness of application files.

- Interpret and explain financial aid eligibility, award disbursements, cost of attendance, aid adjustments, appeals, and satisfactory academic progress policies.
- Access and update student academic records (transcripts, course enrollments, holds, grade changes, transfer credits) as needed in coordination with the Registrar.
- Review student accounts, explain billing statements, reconcile discrepancies, and assist with payment plans or appeals of charges.

#### **Holds, Holds Remediation & Interoffice Coordination**

- Place/remove administrative holds or service indicators in the student information system in consultation with relevant offices.
- Coordinate with campus units (academic advising, business office, IT, etc.) to resolve interdepartmental barriers preventing registration or enrollment.

#### **Case Management for Complex or Escalated Issues**

- Own a caseload of students with more complex needs (e.g. financial hardship, first-generation, unusual academic histories) and provide personalized, high-touch support.
- Monitor and follow up on outstanding tasks, communicate persistent reminders, escalate unresolved issues to supervisors or subject-matter offices, and advocate for students with campus units.
- Document interactions, track status of inquiries, create referral tickets, and maintain case notes in the One-Stop's case management or CRM system.

#### **Outreach, Training & Process Improvement**

- Participate in outreach activities (orientation fairs, admitted-student events, workshops) to educate students and families on navigation of enrollment and financial aid processes.
- Assist in the development or updating of training materials, FAQs, procedural guides, job aids, and standard operating procedures for One-Stop staff.
- Identify trends, recurring pain points or bottlenecks in processes and recommend improvements or policy adjustments to leadership.

#### **Reporting, Metrics & Continuous Improvement**

- Collect and analyze data related to inquiry volumes, resolution times, student satisfaction, and common issues.
- Generate periodic reports for leadership showing trends, performance metrics, and recommendations for improvement.
- Stay current on federal, state, and institutional regulations and policies affecting admissions, financial aid, registration, and student billing; ensure compliance in advice and operations.

#### **Other Duties**

- Serve as backup or rotation support to One-Stop colleagues and cross-train to other functions as needed.
- Participate in staff meetings, professional development, and cross-departmental committees.
- Perform other related duties as assigned.

**MINIMUM REQUIRED QUALIFICATIONS:** Bachelor's degree in higher education, student affairs, business, communications, or related field; OR an equivalent combination of education and experience. The required skills include strong knowledge or the ability to quickly learn key enrollment functions, such as admissions processes, financial aid policies, student accounts and billing, transcript and records systems, and registration workflows. Excellent verbal and written communication skills are essential, with the ability to clearly and patiently explain complex policies to students in a friendly manner. A strong problem-solving mindset, attention to detail, and the ability to manage multiple tasks and deadlines in a fast-paced environment are critical. Proficiency in student information systems (SIS), CRM systems, or case management systems, as well as Microsoft Office (Word, Excel, Outlook), is required, along with the ability to adapt to new technologies. The role also demands the ability to work both independently and collaboratively across departments, exercising good judgment, discretion, and confidentiality. A student-centered orientation and a commitment to providing equitable service to diverse populations are key, along with flexibility to occasionally work extended hours during peak registration periods or events.

**PREFERRED QUALIFICATIONS:** Experience working with first-generation, Pell-eligible, or underserved student populations, demonstrating a commitment to supporting diverse communities. Familiarity with auditing, appeals, and waiver procedures related to registration, billing, or financial aid is highly valued. Additionally, experience in delivering training or presentations to staff, students, or campus audiences is preferred, showcasing strong communication and instructional skills.

**THE UNIVERSITY:** The mission of Bluefield State University is to provide students with an affordable, accessible opportunity for public higher education. A historically black institution, Bluefield State University prepares students for diverse professions, graduate study, informed citizenship, community involvement, and public service in an ever-changing global society. **BSU welcomes all qualified candidates to apply.** More information about the University is available at [www.bluefieldstate.edu](http://www.bluefieldstate.edu).

**APPLICATION PROCEDURE:** Completed applications are to be submitted in electronic format only to [humanresources@bluefieldstate.edu](mailto:humanresources@bluefieldstate.edu) and must include:

1. Letter of interest specific to the position;
2. A completed BSU Employment Application (form available at <https://www.bluefieldstate.edu/resources/human-resources/jobs>);
3. Resume/CV;
4. Contact information for at least three professional references; and
5. Transcripts (unofficial transcripts are acceptable for the application process; official transcripts will be required of the selected candidate).

Please **do not** include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents. **Also, Bluefield State University does not provide H1B visa or employment sponsorship**

**DATE POSTED:** October 10, 2025

**CLOSING DATE:** For full consideration, applications must be received by 4:00 pm EST, October 27, 2025. Applications will be accepted until the position is filled; however, applications received after the deadline may not receive full consideration.

*Bluefield State University is an HBCU, EOE/ADA employer, committed to the principle that minorities, women, veterans, and individuals with disabilities are encouraged to apply. The university complies with all applicable federal and state laws designed to promote equal educational and employment opportunities. Bluefield State University does not provide an H1B visa or employment sponsorship.*