

# GORDON CONWELL

## THEOLOGICAL SEMINARY

**Title:** Teaching & Learning Administrative Assistant  
**Reports to:** Director of Digital Education  
**Location:** South Hamilton, MA or Charlotte, NC  
**Status:** Full time (37.5 hours per week)

### Overview

Gordon-Conwell is a multi-denominational evangelical Protestant graduate school, unique with its broad array of over 2100 students and 200 faculty and staff from 98 denominations and 55 countries. Our four campuses include a residential model of education at South Hamilton, MA (our main campus); an urban context offering classes in five languages in downtown Boston, MA; adult educational models in both our Charlotte, NC campus and our offerings in Jacksonville, FL; and cohort models involving students from around the world.

Our mission is to prepare men and women for ministry at home and abroad. Rooted in the gospel and God's Word, the seminary seeks to develop Christian leaders who are thoughtful, globally aware, spiritually mature and ready for a broad array of ministries. While being historically orthodox and evangelical, we seek to address the issues of our times with both relevance to the culture and faithfulness to Christ and God's truthful Word.

### Position Summary

Under the supervision of the Director of Digital Education, this position is primarily responsible for the administrative functions of Gordon-Conwell's office of Teaching and Learning.

### Primary Responsibilities

- Teaching & Learning Administrative Support:** Take initiative for the primary support of administrative tasks related to Gordon-Conwell's office of Teaching & Learning. In coordination with the Registration team, ensure creation of each semester's courses in the school's SIS and LMS. Perform related student registration functions and ensure prompt communication of relevant issues to the Director of Digital Education and Registration Offices. Provide weekly enrollment reports to the Teaching & Learning and Registration teams. Maintain webpages for Teaching & Learning programs. Process and consolidate library purchasing requests to ensure most efficient use of resources.
- Timesheets and Stipends:** Prepare contracts for faculty teaching Digital classes and assist with onboarding teaching assistants and other new student workers. Process student worker timesheets and stipend requests for faculty.
- User Support:** Monitor incoming customer service requests for Teaching and Learning and direct them to the appropriate parties. Help make the Digital Education office (physically and virtually) a welcoming environment for users of educational technology resources at Gordon-Conwell.
- Office Management:** Manage the day-to-day functioning of the Digital Education Office, ensuring adequate office supplies and equipment and keeping digital assets organized.

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5. **Field Research:** Stay up-to-date on research in the field of Digital Education and present updates to the Teaching & Learning team as relevant.
6. Perform other duties as necessary

### Required Competencies

- Attention to Detail: Ability to accurately manage details and catch inconsistencies.
- Technical Knowledge: Experience with student information or similar system in a capacity accessing student records, course records, and creating and modifying data preferred. Competency with Microsoft Office, prioritizing Word and Excel. Ability to use web conferencing software (e.g., Zoom) preferred. Experience with website content maintenance preferred.
- Customer Service: Strong customer service skills with ability to demonstrate empathy with coworkers and constituents.
- Communication and Interpersonal Effectiveness: Must have strong written and verbal communication skills. Demonstrated ability to collaborate and serve in a team environment that requires collegiality and regular collaboration across multiple locations.
- Reporting and Monitoring: Ability to generate reports using reporting software and to monitor enrollment and attrition data while flagging anomalies preferred.

### Education and Experience

- Bachelor's degree required.
- Experience working with higher education administrative systems (i.e., LMS and SIS) preferred.

### Application Process

Please apply through Gordon-Conwell's Career Center available here:  
<https://www.gordonconwell.edu/employment/>

Please include these documents in either Microsoft Word or PDF formats:

- A cover letter addressed to Brad Howell, Dean of Teaching and Learning and Executive Director of the Southeast, explaining your interest in the position.
- A formal CV that includes the names and contact information of at least three references.

No hard copy materials, please. Opportunities to interview will be made available at the search committee's initiative. Applications will be accepted until the position is filled.