

Student Services Coordinator

Campus of Trinity Western University, Langley, BC



Learning to lead like Jesus.

About Us

At Northwest College & Seminary, we understand the needs and dynamics of learning to serve skilfully in today's culture. Our degrees allow for in-person, online, distance, and in-context learning. Operating since 1934, our unique in-context programs are holistic, integrating mentored development and demonstration of knowledge, skill, and character competencies critical to success in ministry.

Located in the beautiful Fraser Valley of British Columbia on the Trinity Western University Campus, Northwest students are completing degrees from coast-to-coast in Canada, as well as the USA, Central and South America, and beyond.

The Northwest community is made up of a diverse and caring group of people - faculty, staff, students, alumni, churches, agencies and donors. Our vibrant and nimble team of almost 30 staff and faculty offer an innovative, friendly, and supportive work environment committed to serving a diverse and multi-cultural church. We also seek to reflect the gender, cultural and ethnic diversity of the global body of Christ in our faculty, staff and administration. Find out [more about us](#).

The Opportunity

Posting Number: 45	Posting Date: May 29, 2026	Application Deadline: June 30, 2026
Position Status: 0.6 FTE	Hours/Week: 22.5	Remote Work: May be available up to 20%

The Student Services Coordinator provides professional and confidential service, offering cross-departmental referrals and information to current and prospective (domestic and international) students, faculty, parents/supporters, and network and church partners. Supporting the Manager of Student Experience, this role encompasses student inquiries, records management, financial aid coordination, event planning, and communication initiatives designed to ensure student success from enrollment through graduation.

What you'll be doing

1. Student Inquiries and Support

- a. Be a face and voice of Northwest to prospective and current students at conferences, recruitment events, on the phone and online
- b. Serve as the primary point of contact for current and prospective students via email, phone, and video conferencing
- c. Respond to inquiries regarding admissions, program requirements, course registration, policies, and academic progress in a timely and professional manner.
- d. Maintain a student-facing FAQ and knowledge base, ensuring information is current, accurate, and accessible.
- e. Escalate complex academic, pastoral, or personal concerns to appropriate staff or faculty with sensitivity and care.
- f. Provide guidance to students navigating institutional policies, appeals, and accommodation processes.

2. Student Learning, Community Building and Safety

- a. Prepares student progress and engagement reports with the assistance of the Academic Coordinator
- b. Schedule mentor and community-building meetings as needed
- c. Advocate for student safety and direct students to safety resources and supports as appropriate.

3. Student Communication

- a. Work with Student Experience Manager to coordinate, schedule, and distribute student communications, including newsletters, policy updates, deadlines, and program announcements via email and the learning management system (LMS).
- b. Develop and maintain communication templates and automated messaging workflows to support the student lifecycle.
- c. Monitor and respond to student communications through institutional channels, maintaining a warm and professional tone consistent with Northwest's values.
- d. Collaborate with faculty mentors and program coordinators to communicate program-specific updates and expectations.
- e. Support the creation and distribution of orientation materials for new students.

4. Financial Aid Administration

- a. Serves as a member of the Financial Aid Committee
- b. Assist students, churches and network partners in understanding available financial aid options, bursaries, scholarships, and payment plans
- c. Process and track financial aid applications, awards, and disbursements in coordination with the CFO and Bookkeeper
- d. Maintain accurate financial aid records and communicate award decisions to students and fund stakeholders clearly and promptly.

5. Event Planning and Special Initiatives

- a. In collaboration with applicable departments, assist in coordinating logistics for institutional events, including graduation ceremonies, student retreats, recruitment activities, and alumni engagement events
- b. Liaise with faculty, ministry partners, and external vendors to arrange guest speakers, worship leaders, and technical support for events.
- c. When needed, manage event registration, communications, and follow-up for all student-facing events.
- d. Develop and maintain event planning timelines, checklists, and post-event evaluations.

6. Collaboration and Continuous Improvement

- a. Work collaboratively with faculty, academic advisors, and administrative staff to create a seamless student experience.
- b. Contribute to the development and review of student services policies, procedures, and best practices.
- c. Participate in staff meetings, training sessions, and professional development opportunities.

- d. Identify opportunities to enhance remote student services delivery and bring forward recommendations.

Compensation

The salary range is \$50K - 55K annually (prorated to 0.6 FTE or \$30K - \$33K) depending on level of experience.

Benefits & Perks

- Extended health & LTD
- 3 weeks' vacation
- Christmas holiday shut down
- Working with a great team!

About You

You are a committed follower of Jesus and are kind, caring and compassionate. You have the following:

- Strong organizational skills with the ability to manage multiple priorities and deadlines in a remote setting.
- Demonstrated attention to detail in records management and data entry.
- Ability to exercise sound judgment, maintain confidentiality, and handle sensitive student situations with discretion.
- Self-motivated and able to work independently with minimal supervision.
- You have read and subscribe to our [Statement of Faith](#).

Required Skills

Skills	Proficiency Level
Excellent written and verbal communication skills; able to communicate with empathy, clarity, and professionalism.	Intermediate
Proficiency with digital tools including Microsoft 365, Google Workspace,	Intermediate
English fluency	Advanced
Comfortable with computers and adopting technology best practices	Intermediate

Education/Training/Experience

Education/Training/Experience	Required	Preferred
Bachelor's degree in administration or related field	x	
Theological education		x
Experience in Christian education and learner support		x
Fluency in Korean, French or Spanish		x
Customer service experience	x	

How to Apply

If this sounds like you, we would love to hear from you. Please email your cover letter and resume in one file to hr@nbseminary.ca quoting **position number 45** in the subject line, on or before **June 30, 2026**. Your application will be handled with utmost discretion and confidentiality.

All applicants will receive an automated email response confirming receipt of their application submission. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

Note that Northwest conducts criminal background checks for all final stage candidates.

We sincerely thank all applicants for their interest in Northwest College & Seminary.