



**APPLICATION PROCESS FOR  
SUBSTANTIVE CHANGE SPECIALIST  
(PROCESS)**

Applicants and nominees for the Substantive Change Specialist position with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) should submit a letter of application, a current résumé, and a list of three (3) references to:

Ms. Kisha Berger  
Director of Human Resources  
SACSCOC  
1866 Southern Lane  
Decatur, GA 30033-4097  
[kberger@sacscoc.org](mailto:kberger@sacscoc.org)

Applications may be submitted via U.S. Mail or electronically and must be received in the SACSCOC office by **Friday, September 20, 2024, at 4:30 p.m. (ET)**. The Substantive Change Specialist will need to reside in the Atlanta/suburban area.

Questions regarding the process should be directed to Kisha Berger at [kberger@sacscoc.org](mailto:kberger@sacscoc.org).

SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS  
COMMISSION ON COLLEGES

**SUBSTANTIVE CHANGE SPECIALIST  
(PROCESS)**

GENERAL DESCRIPTION

The Substantive Change Process Specialist helps manage the processing and production of substantive change reviews, data, and documentation. The specialist monitors reports for action, expedites reviews, maintains records, advises, and supports the Director and Coordinator, creates, and improves process flows, tests new processes, and creates and maintains process documentation. The specialist handles routine operations, special projects, and process improvements. This position reports to the Director of Substantive Change. This is an in-person in-office position.

SPECIFIC DUTIES

- Ensures the steady and timely flow of substantive change reviews through all process steps from submission through completion
- Maintains operational statistics to monitor process performance and bottlenecks
- Creates and maintains internal documentation of substantive change processes and procedures
- Proactively monitors processes for needed improvements or efficiencies
- Responds to selected inquiries from institutions and SACSCOC staff
- Serves as primary or secondary backup for selected tasks for other substantive change staff
- Supports processes for substantive change staff reviewers (who all work remotely) including process training
- Troubleshoots and tests new processes and information technology products or platforms
- Supports the mission of SACSCOC and its member institutions with a high level of commitment to quality, integrity, timeliness, agility, and responsiveness
- Maintains user proficiency in Salesforce, Box, and Microsoft 365 applications
- Completes special projects as assigned by the Director
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Knowledge of relational databases and systems
- Knowledge of higher education
- Knowledge of process management
- Business communication knowledge and skills with precise spelling, punctuation, grammar, and adherence to style guidelines
- Interpersonal and customer service skills
- Skills and abilities to ensure accuracy and thoroughness of work
- Ability to verbally and graphically document processes
- Ability to work with a diverse population of employees and member institutions

- Ability to work in a time-driven environment with shifting priorities
- Ability to quickly adapt to changing and multiple priorities
- Ability to learn concepts, policies, and processes
- Ability to support and contribute to team/group performance

#### EDUCATION AND EXPERIENCE REQUIRED

- An earned baccalaureate degree from an accredited institution
- Three years' experience in a professional office environment
- Demonstrated process and data management experience

#### EDUCATION AND EXPERIENCE DESIRED

- Higher education employee experience
- Salesforce user experience
- Microsoft Power BI, Microsoft Planner, and Vizio user experience

#### SALARY AND BENEFITS

- Competitive salary and attractive benefits package.
- Individual will need to reside in the Atlanta/suburban area.
- Staff currently work-from-home on Fridays, subject to change at any time.

FSLA Status: Exempt

Terms of Employment: Full-Time

Revised: 09/2024