

APPLICATION PROCESS FOR
Coordinator of New Member Services

Applicants and nominees for Coordinator of New Member Services 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

Applications may be submitted via U.S. Mail or electronically and must be received in the SACSCOC office by **Friday, April 10, 2026, at 4:30 p.m. (ET)**. The Coordinator of New Member Services will need to reside in the Atlanta/suburban area.

Questions regarding the process should be directed to Kisha Berger at kberger@sacscoc.org

SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS COMMISSION ON COLLEGES (SACSCOC)

Coordinator of New Member Services

GENERAL DESCRIPTION

The Coordinator of New Member Services provides operational, logistical, and administrative support for all activities associated with the onboarding and early engagement of new member institutions within the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). Reporting to the Senior Vice President for New Member Services, the Coordinator manages day-to-day processes that ensure new institutions receive accurate information, timely guidance, and comprehensive support during their initial stages of affiliation with SACSCOC.

The Coordinator assists the Senior Vice President by coordinating communications, maintaining data and records, supporting orientation programming, and managing process workflows that introduce institutions to SACSCOC's mission, expectations, and operational structures. The Coordinator also contributes to the development, revision, and continuous improvement of materials, processes, and procedures that strengthen institutional understanding of SACSCOC's membership requirements.

SPECIFIC DUTIES

Onboarding and Orientation Support

- Coordinates all components of new member onboarding, including welcome communications, scheduling support, resource distribution, and milestone messaging.
- Supports the planning and execution of New Member Orientation sessions, virtual or in-person, including logistics, materials preparation, communications, and post-event follow-up.
- Serves as primary administrative support for onboarding activities, ensuring timely responses to institutional requests and inquiries.
- Serves as a primary point of contact for basic onboarding questions, directing institutions appropriately and escalating complex inquiries to the Senior Vice President.

Applicant Portfolio Responsibilities

- Serves as the SACSCOC staff member for a portfolio of applicant institutions.
- Advises institutions in the development of their applications, reviews applications and prepares formal staff analysis correspondence.

- Evaluates readiness to host a Candidacy Committee and recommends referral for a decision to either the SACSCOC President or SACSCOC Board of Trustees for action in consultation with the Senior Vice President.
- Advises applicant institutions and conducts on-site or virtual advisory visits to assist institutions in preparing for a peer review committee visit and in documenting compliance with accreditation standards throughout the application process.
- Advises and informs the SACSCOC Board of Trustees and its committees on matters relative to an applicant institution (“Standing Rules: SACSCOC Board of Trustees, Executive Council, and the College Delegate Assembly”) in consultation with the Senior Vice President.

Communication and Documentation Management

- Prepares and updates standard correspondence, templates, and onboarding materials used by the Senior Vice President and other SACSCOC staff.
- Manages the development, formatting, and revision of guides, checklists, procedures, and reference documents for new institutions.
- Monitors the Office of New Member Services’ Box, and Salesforce content to ensure documents are current and accessible.

Data and Recordkeeping

- Monitors accurate records of onboarding progress, communications, and institutional status in Salesforce and other enterprise systems.
- Tracks key onboarding milestones and generates reports for the Senior Vice President on engagement trends, institutional progress, and areas requiring intervention.
- Ensures historical documentation for new member institutions is maintained, organized, and aligned with SACSCOC document retention standards.

Process Coordination and Administrative Support

- Coordinates logistics, schedules, and workflows associated with new member engagement processes.
- Assists in the development and maintenance of standard operating procedures for onboarding activities and early engagement workflows.
- Supervise the Administrative Assistant of New Member Services, including participation in hiring recommendations, training, evaluation, and professional development.
- Supports cross-office collaboration by facilitating information flow between the Office of New Member Services and other SACSCOC units.

- Assists with special projects and process improvement initiatives assigned by the Senior Vice President.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Knowledge of and commitment to the philosophy and goals of institutional accreditation and SACSCOC's mission.
- Strong organizational and project coordination skills, including the ability to manage multiple deadlines and activities.
- Excellent written and oral communication skills, with the ability to prepare clear, accurate, and professional materials. Second language proficiency is desirable.
- Ability to establish and maintain effective working relationships with internal staff and institutional representatives.
- Proficiency with enterprise systems used by SACSCOC (e.g., Salesforce, Box) and Microsoft 365 applications preferred.

MINIMUM EDUCATION AND EXPERIENCE

- Earned master's degree from an institution accredited by a U.S. Department of Education-recognized accreditor required; Doctorate preferred.
- At least five years of successful related experience in an institution of higher education, higher education system, association, or coordinating agency.
- Experience with onboarding, member services, stakeholder communications, or accreditation processes is highly desirable.

POSITION DETAILS

FLSA Status: Exempt

Terms of Employment: Full-Time

Revised: February 2026