CLERICAL POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Enrollment/Student Account Senior Representative, Level 5/6

DEPARTMENT: Enrollment/Student Accounts, Lincoln Center

RESPONSIBILITIES:

- Handles telephone, in person and written inquiries for Financial Aid, Student Accounts, Academic Records, and Admissions.
- Reviews student accounts to determine accuracy of charges, financial aid disbursements and verifies credit validity.
- Advises students about required forms/documents and how to properly provide the information.
- Adjusts student accounts according to registration status changes or special circumstances.
- Assists students with various self-service online processes through my.fordham.edu.
- Releases financial holds in keeping with University procedures.
- Meets with students as needed to discuss financing options and when necessary special payment arrangements.
- Produces and prints reports for all university databases, as well as Lockbox, EFT, and Credit Card machines.
- Processes tuition credit card, cash and check payments.
- Responsible for cash management and overall supervision of reconciliation process.
- Helps instruct students, faculty and staff on the use of web services, and other office technologies.
- Works in a team environment to provide good customer service and ensure completion of tasks in a timely manner.
- Acts as a mentor for new employees.
- Employee is expected to rotate between the phone and Enrollment Services counter and to rotate work hours: 9-5, 10-6. Overtime required, may include weekends and holidays. Must be able to travel to and work at travel to other Fordham campuses when needed. Assists other Offices of the Enrollment Group as needed.
- Uses Slate, OnBase, Banner, PowerFaids, CRM, Microsoft Office and other databases.
- As technological improvements are made, duties and qualifications may be modified.
- Perform other tasks and duties as assigned.

QUALIFICATIONS:

- A High School Diploma required some college preferred
- 1-2 years experience in Enrollment Services or related office preferred.
- Banking/Cashier experience preferred
- Customer Service Oriented, with professional phone etiquette
- Good interpersonal, social and organizational skills
- Professional appearance and demeanor required
- Ability to listen to and decipher questions and problems; must have patience and be able to defuse a difficult situation
- Ability to handle confidential material and work well with others under pressure and constraints
- Experience with Banner, Slate, PowerFaids is a plus, knowledge of Microsoft Office
- Mandatory Competency Testing
- Demonstrated Writing Ability

SALARY: $1,826.78 biweekly (external candidates level 5 only)
$1,991.01 biweekly (internal candidates level 5/6) Level 6 must meet the criteria

STARTING DATE: ASAP

SEND LETTER & RESUME: Mary Nolan – hr@fordham.edu

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Fordham is an Equal Opportunity Employer.