Date: 9/20/18

POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Enrollment Services Representative  
(Non-Benefitted, Part-Time, 12-19 hours per week)

DEPARTMENT: Enrollment Services at Fordham Westchester

REQUIREMENTS:
Required to work rotating hours throughout the week/semester, ranging between 9:00 a.m. and 7:00 p.m. Saturday hours may be required during the beginning of the fall and spring semesters. No Saturday hours during the summer. Must be able to travel to the other campuses when needed. Expected to assist other staff members within Fordham Westchester and the Fordham University Enrollment Group.

RESPONSIBILITIES:
• Greet, direct and provide counsel to campus visitors and callers in the areas of Financial Aid, Student Accounts, and Academic Records and be able to ascertain customer needs and refer appropriately
• Assist students with various payment and enrollment service online processing
• Process credit card, cash, check payments, and reconcile accounts
• Help instruct students, parents and faculty on the use of the web service and other university systems
• Respond to emails to the department’s corporate account
• Uses Banner, PowerFAIDS, Slate, Fordham Connect, OnBase, Lockbox, EFT, 25Live and other databases
• Interact with the staff and students of Fordham Westchester to help address their daily enrollment tasks and needs
• Work with peers in a team environment to ensure workflow and tasks are carried out on a timely schedule and according to established procedures

QUALIFICATIONS:
• A High School Diploma required
• Customer service oriented, with professional etiquette
• Cashier experience helpful
• Strong interpersonal, communication, analytical and organizational skills
• Professional appearance and demeanor required
• Ability to listen to and decipher questions and problem
• Ability to handle confidential material and work well with others under pressure and constraints
• PC & Microsoft Office knowledge required
• Experience with Banner, Slate, PowerFAIDS is a plus
• Mandatory Competency Testing

SALARY: Commensurate with experience

START DATE: As soon as possible

SEND LETTER, RESUME TO: Stephanie Milizia  
smilizia@fordham.edu (no phone calls; email attachments should be saved with your full name in the document title)

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