TITILE OF POSITION/RANK: Enrollment Services Senior Representative (Level 5)

SCHOOL/DEPARTMENT: Enrollment Services, Lincoln Center

RESPONSIBILITIES:
- Answers questions and advises in the areas of Financial Aid, Student Accounts, Academic Records, and Admissions
- Advises on required forms needed to be filled out and how to fill them out properly
- Assists students with online processing of financial aid and loan applications. Processes tuition credit card, cash and check payments
- Produces and prints reports for all University databases, as well as Lockbox, EFT, and Credit Card machines
- Uses Slate, OnBase, Banner, PowerFaids, Microsoft Office and other databases
- Helps instruct students and faculty on the use of web services, and other office technologies
- Works with peers in a team environment to ensure work flow and tasks are carried out on a timely schedule and according to established procedures
- Acts as a mentor for new employees
- Employee is expected to rotate between the Phone Bank and the Enrollment Services counter and rotate work hours: 9-5, 10-6, or 11-7. Overtime will be required at times and may include weekends and holidays.
- Assists other Offices of the Enrollment Group as needed

QUALIFICATIONS:
- High School Diploma Required. B.A. preferred
- 1-2 years’ experience in Enrollment Services or related office preferred.
- Experience with Banner, Slate, PowerFaids is a plus
- Knowledge of Microsoft Office
- 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
- Mandatory Competency Testing
- Demonstrated Writing Ability

SALARY: $1881.58 Bi-Weekly

FLSA CATEGORY: Non-Exempt

START DATE: ASAP

SEND LETTER, RESUME TO: James Cirillo
Cirillo@fordham.edu

Fordham University is committed to excellence through diversity and welcomes candidates of all backgrounds. Fordham is an Equal Opportunity Employer – Veterans/Disabled and other protected categories.