



**ALVERNO COLLEGE**  
ESTABLISHED 1887

**Non-Exempt Student Position Description**

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**Position Title:** Student Office Assistant                      **Date:** Fall 2017  
**Department:** Business Office & Financial Aid                      **Status:** Student Employment

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| <b>Primary Function:</b> | Provide superior customer service on the telephone and at front desk. Respond to basic questions regarding the Business Office and Financial Aid. Accurately process transactions, and provide administrative support to both departments. |
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**Principal Responsibilities**

1. Customer Service
  - a. Use effective social interaction and communication skills to service internal and external customers via the service counter, phone, and email. Provide appropriate information and follow-through, or direct them to the person or department that can assist them.
  - b. Use problem-solving and analytical skills to effectively analyze student financial aid and tuition accounts.
2. Financial Aid
  - a. Answer basic to mid-level financial aid questions.
  - b. Assist students with the steps in the financial aid process.
  - c. Assist students in completion of financial aid forms including completing the FAFSA.
  - d. Schedule appointments for Financial Aid Counselors.
3. Accounts Receivable/Cashier
  - a. Maintain student accounts, including but not limited to, tuition payments and payment plans.
  - b. Reconcile daily deposit and prepare bank deposit in a timely and accurate manner.
  - c. Process Educational Loan Agreements by analyzing student accounts to determine if student is paying balance in full, financial aid covering balance, or student is electing to make payments.
  - d. Process Account Statement requests.
  - e. Notify students of scholarship or loan checks to sign.
  - f. Explain 1098-T forms and reprint 1098-T forms.
  - g. Numbers petty cash vouchers.
4. Provide administrative support to the Business Office and Financial Aid Office, including but not limited to:
  - a. Answer telephones; retrieve and respond to voicemail messages.
  - b. Mailings, including but not limited to, stuffing and labeling mailings, preparing mailings, taking mail to mailroom, and delivering mail or packages to other offices on campus.
  - c. Deliver/pick-up mail from mailroom and individual mail drawers; route mail to appropriate staff members. Process returned mail.
  - d. Monitor fax machine for incoming faxes.
  - e. Accurate data entry and maintenance of databases, including but not limited to, entering incoming Business Office and Financial Aid documents in Colleague.
  - f. Draft simple documents, prepare documents from drafted copy and proofread documents.
  - g. Filing, including but not limited to, daily filing and large filing projects.
  - h. Photocopy and collate documents.
  - i. Empty shredding and recycling bins.
  - j. Typing, proofreading and editing as needed.
5. Participate in department meetings, committees, and official College functions when appropriate.
6. Be respectful of the College's vision of a balanced and healthy lifestyle strategy which includes the Seven Dimensions of Wellness: Career, Emotional, Environmental, Intellectual, Physical, Social, and Spiritual.

7. Comply with safety procedures and maintain a clean and orderly work area.
8. Perform other tasks as necessary to support the mission of the College.

### **Job Requirements**

1. Must be a current registered Alverno student. Must meet Financial Aid Satisfactory Academic Progress requirements.
2. One to two years previous office and/or cashiering experience is preferred.
3. Superior customer service skills including the ability to communicate and respond to both internal and external customers professionally and in a timely manner.
4. Strong interpersonal skills including the ability to work and communicate effectively in teams and small groups.
5. Flexibility and adaptability to changing business environment with the ability to prioritize, multi-task, and work with frequent interruptions.
6. Must have the ability to read, interpret, write, and accurately complete documents such as forms and general correspondence.
7. Basic proficiency in Microsoft Office (Word, Excel, Outlook) and Internet/Intranet.
8. Requires basic math skills and demonstrated accuracy with figures.
9. Must be able to move freely throughout the campus and have the ability to regularly talk and hear. The employee is frequently required to sit. Must have the ability to bend and lift as associated with normal filing and storage procedures. Specific vision abilities required by this job include close vision and color vision.

### **Additional requirements for all on-campus (student worker) jobs:**

1. Undergraduates must be at a minimum of six credits to work during the academic year, graduate students must be at a minimum of three credits. Student workers do not need to be registered for summer school to work during the summer, but must be appropriately registered for fall (6 credits for undergrads, 3 credits for grads) in order to work in the summer
2. If you are at unsatisfactory academic progress for financial aid, you are ineligible to work on campus.

### **Working Conditions**

General office environment

### **Notes**

- Length of employment is based on job availability, funding and employee performance. Start and End Dates of position to be determined.
- Performance evaluations are determined by the department. Please contact the supervisor for more information.

Ready to apply? Click [HERE](#) to complete your application.