



ALVERNO COLLEGE
ESTABLISHED 1887

Non-Exempt Student Position Description

Position Title: Student Office Assistant **Date:** Immediate
Department: Student Accounts & Financial Aid **Status:** Student Employment

Primary Function: Provide superior customer service on the telephone and at front desk. Respond to basic questions regarding Student Accounts and Financial Aid. Accurately process transactions, and provide administrative support to both departments.

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.
4. Provide administrative support to Student Accounts 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. Accurate data entry and maintenance of databases
 - d. Filing, including but not limited to, daily filing and large filing projects.
 - e. Other clerical duties as assigned.
5. 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.
6. Comply with safety procedures and maintain a clean and orderly work area.
7. 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. Must be able to work at least 15 hours a week.

3. One to two years of previous office and/or cashiering experience is preferred.
4. Superior customer service skills including the ability to communicate and respond to both internal and external customers professionally and in a timely manner.
5. Strong interpersonal skills including the ability to work and communicate effectively in teams and small groups.
6. Flexibility and adaptability to changing business environment with the ability to prioritize, multi-task, and work with frequent interruptions.
7. Must have the ability to read, interpret, write, and accurately complete documents such as forms and general correspondence.
8. Basic proficiency in Microsoft Office (Word, Excel, Outlook) and Internet/Intranet.
9. Requires basic math skills and demonstrated accuracy with figures.
10. 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

- Resume Required
- 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.