



Posting Date: June, 2020

Position: Operations Manager

Department: Financial Aid Office

Hours per Week: Full-Time

Founded in 1887, Alverno College is a four-year, Catholic liberal arts College for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

Primary Function

*The following information is not meant to be all-inclusive.
Other duties and responsibilities may be assigned as necessary.*

To manage student-facing operations, including hiring, training and supervision of student employees within an integrated Financial Aid and Student Accounts office. Provide superior customer service and perform administrative and technical support duties associated with the Financial Aid and Student Accounts operations of the College to ensure a seamless student experience.

Principal Responsibilities

- 1) Manage student employees
 - a) Facilitate hiring of new student employees
 - b) Train, mentor and supervise student employees
 - c) Maintain student employees' schedules to ensure adequate coverage of reception desk
- 2) Manage the student experience
 - a) Assist students (current and prospective), parents, faculty, staff and others with their Financial Aid needs. Perform customer service duties at the Financial Aid and Student Accounts front desk and on the telephone.
 - b) Manage the Financial Aid and Student Accounts email inboxes to ensure timely and accurate response rates.
 - c) Manage the phones to make sure students and families are able to reach our office effectively with minimal wait times
- 3) Student Accounts responsibilities
 - a) Maintain student accounts, including but not limited to tuition payments and payment plans.
 - b) Accept monies to deposit daily from all departments within the College via the service counter and the mail, as assigned.
 - c) Reconcile cash drawer and prepare daily bank deposit.
 - d) Disburse petty cash and reconcile petty cash drawer.
 - e) Oversee the uncashed refund check process
- 4) Manage documentation collection process and associated technical aspects
 - a) Review financial aid documents received in the Office to ensure proper documentation and signature requirements are met.
 - b) Enter receipt of documents into Colleague using the appropriate code and year.



- c) Properly route documents so that processing may continue as necessary.
- d) Ensure FAFSA completion and communicate to students regarding FAFSA priority dates each year.
- e) Coordinate communication with students via phone, text message and email regarding Financial Aid and Student Accounts documentation needed for enrollment.
- f) Process all follow-up communications with students using the Communication Management module of Colleague.
- g) Regularly process all award letters and email notification of financial aid awards using the Communication Management module of Colleague.
- h) Use other software as necessary (Word, Excel and Access) to merge, analyze and prepare information for use in analysis of financial aid information.
- 5) Office Administration and Records Management
 - a) Create new student documents and folders as necessary upon receipt of financial aid documents.
 - b) Maintain, update and stock financial aid forms and publications used within the Office.
 - c) Maintain staff calendars and appointments.
 - d) Maintain phone system for Financial Aid and Student Accounts office reception area
 - e) Maintain Financial Aid Office Policies and Procedures manual.
 - f) Track and order supplies within the Financial Aid Office.
- 6) Maintain proactive and positive relationships with multiple administrative and academic support departments.
- 7) Assist with maintaining a student-centered and student friendly office.
- 8) Participate in department meetings, committees, and official College functions when appropriate.
- 9) Comply with safety procedures and maintain clean and orderly work areas.
- 10) Perform other tasks as necessary to support the mission of the College and/or as requested by Financial Aid and Student Accounts Director and/or Assistant Director.

Qualifications and Education

- Bachelor's Degree or higher strongly preferred.
- Financial Aid or Student Accounts experience helpful, but not required.
- Credit and background check required.
- Prior supervisory experience preferred.
- Requires basic math skills and demonstrated accuracy with figures.
- Superior customer service skills in a student-centered environment.
- Be able to support and work with a diverse student population and their families and community partners.
- Strong interpersonal skills including the ability to work and communicate effectively in teams and small groups.
- Flexibility and adaptability to changing business environment with the ability to prioritize and multi-task.
- Ability to work with and maintain confidential material.
- Experience and ease with computer technology, e.g. databases, application software.

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion.



Working Conditions

- General office environment with activity peaks.
- Frequent interruptions.
- Bending, lifting as associated with normal filing and storage procedures.

How to Apply

Apply on-line at <http://www.alverno.edu/jobs>

Please attach your cover letter, resume, and list of references to the on-line application

Alverno College is an Equal Opportunity Employer and committed to workplace diversity