TITLE OF POSITION/RANK: Enrollment Services Representative
(Part-Time Non-Benefitted, 15-19 hours per week)

DEPARTMENT: Enrollment Services

REQUIREMENTS:
Employee is expected to answer phone calls in the Enrollment Services Call Center. Expected to assist other staff members within the Fordham University Enrollment Group. Must be able to travel to the other campuses when needed.

RESPONSIBILITIES:
- Answer questions, advise in the areas of Financial Aid, Admissions, Student Accounts, and Academic Records, and be able to ascertain customer needs and refer appropriately
- Route phone calls to the appropriate offices or process as directed
- Convey problems accurately in written messages to distribute to higher level employees
- Advise people on what required forms need to be submitted, how to fill them out properly, and how to use enrollment service online processing
- Help instruct students, parents and faculty on the use of the web service and other university systems
- Process credit card, cash, check payments, and reconcile accounts
- 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 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
- Assist students with various payment and enrollment service online processing

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
- Must have good aptitude with numbers
- Mandatory Competency Testing
- Experience in the Enrollment Services (Financial Aid, Student Accounts, Admission, Academic Records) or related area and advanced understanding of the activities and processes involved preferred, but not necessary.

SALARY: Commensurate with experience.

START DATE: ASAP

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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