CLERICAL POSITION ANNOUNCEMENT

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

DEPARTMENT: Enrollment Services, Rose Hill

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.
- Refers to and assists students with online processing through HESC ELM, Exit Interview, Entrance interview.
- Processes tuition credit card, cash and check payments.
- Advises and approves payment arrangements.
- Produces and print reports for all university databases, as well as Lockbox, EFT, and Credit Card machines.
- Use 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 workflow and tasks are carried out on a timely schedule and according to established procedures
- Trains and acts as a mentor for new employees
- Employee is expected to rotate between the Phone Bank and the Enrollment Services counter and to rotate work hours: 9-5, 10-6, or 11-7.
- Overtime required, may include weekends and holidays.
- Must be able to travel to and work at Lincoln Center and Westchester Campuses when needed.
- Assists in other offices in the Enrollment Group

QUALIFICATIONS:

- High School Diploma required. College degree preferred.
- Cashier experience preferred.
- Previous experience in Enrollment Services or related office preferred.
- Customer Service Oriented, with professional phone etiquette.
- Good interpersonal, social and organizational skills.
- Professional appearance and demeanor required.
- Ability to handle confidential material and work well with others under pressure and constraints.
- Experience with Banner, Slate, PowerFaids is a plus, knowledge of Microsoft Word, Excel.
- Mandatory Competency Testing Required.
- Demonstrated Writing Ability

STARTING DATE: ASAP

SALARY: $1,826.78 bi-weekly

SEND LETTER & RESUME: smilizia@fordham.edu (no phone calls; email attachments should state your full name in the document title.)

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