CLERICAL POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Enrollment/Student Account Senior Representative, Level 5/6

DEPARTMENT: Enrollment/Student Accounts, Lincoln Center

RESPONSIBILITIES:
- Handles telephone, in person and written inquiries for Financial Aid, Student Accounts, Academic Records, and Admissions.
- Reviews student accounts to determine accuracy of charges, financial aid disbursements and verifies credit validity.
- Advises students about required forms/documents and how to properly provide the information.
- Adjusts student accounts according to registration status changes or special circumstances.
- Assists students with various self-service online processes through my.fordham.edu.
- Releases financial holds in keeping with University procedures.
- Meets with students as needed to discuss financing options and when necessary special payment arrangements.
- Produces and prints reports for all university databases, as well as Lockbox, EFT, and Credit Card machines
- Processes tuition credit card, cash and check payments.
- Responsible for cash management and overall supervision of reconciliation process.
- Helps instruct students, faculty and staff on the use of web services, and other office technologies
- Works in a team environment to provide good customer service and ensure completion of tasks in a timely manner.
- Acts as a mentor for new employees
- Rotates between the phone and Enrollment Services counter and to rotate work hours: 9-5, 10-6. Overtime required, may include weekends and holidays. Must be able to travel to and work at other Fordham campuses when needed. Assists other Offices of the Enrollment Group as needed.
- Uses Slate, OnBase, Banner, PowerFaids, CRM, Microsoft Office and other databases.
- Perform other tasks and duties as assigned.
- As technological improvements are made, duties and qualifications may be modified.

QUALIFICATIONS:
- A High School Diploma required some college preferred
- 1-2 years’ experience in Enrollment Services or related office preferred.
- Banking/Cashier experience preferred
- Customer Service Oriented, with professional phone etiquette
- Good interpersonal, social and organizational skills
- Professional appearance and demeanor required
- Ability to listen to and decipher questions and problems; must have patience and be able to defuse a difficult situation
- 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 Office
- Mandatory Competency Testing
- Demonstrated Writing Ability

SALARY: $1,826.78 biweekly (external candidates level 5 only)
$1,991.01 biweekly (internal candidates level 5/6) Level 6 must meet the criteria

FLSA CATEGORY: Non-Exempt

STARTING DATE: ASAP

SEND LETTER & RESUME: hr@fordham.edu

Fordham University is committed to excellence through diversity and welcomes candidates of all backgrounds.
Fordham is an Equal Opportunity Employer –Veterans/Disabled and other protected categories