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 prints reports for all university databases, as well as Lockbox, EFT, and Credit Card machines
- Uses 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 work flow and tasks are carried out on a timely schedule and according to established procedures
- 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 Rose Hill and Westchester Campuses when needed. Assists other Offices of the Enrollment Group as needed

QUALIFICATIONS:
- High School Diploma Required. B.A. preferred
- 1-2 years’ experience in Enrollment Services or related office preferred.
- Demonstrated Writing Ability
- Cashier experience preferred
- Customer Service Oriented, with professional phone etiquette
- Good interpersonal, social and organizational skills and demeanor
- 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

SALARY: $1881.58 bi-weekly

FLSA CATEGORY: Non-Exempt

START DATE: ASAP

SEND LETTER, RESUME TO: smilizia@fordham.edu

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Fordham is an Equal Opportunity Employer –Veterans/Disabled and other protected categories