TITLE OF POSITION/RANK: Education Finance Senior Representative Level 5

DEPARTMENT: Office of Student Financial Services
            Lincoln Center

RESPONSIBILITIES:
- Creates and updates reports utilized by staff.
- Generates and performs a quality check on Award Letters, New York State Shopping Sheets & Missing Information Letters.
- Reviews and resolves rejects associated with loan origination, reconciliation, hold and other reject reports.
- Supports Enrollment Services representatives in resolving student questions.
- Handles complex mail merges and document/form updates.
- Responds to student inquiries via phone and email.
- Processes and indexes student documentation sent via email.
- Assists with training and supervision of work-study students, when delegated.
- Assists in data entry of all financial aid information, as needed.
- Coordinates assignments of reconsideration requests and sends an acknowledgment of receipt to students.
- Advises families on the financial aid application processes, and Fordham’s counseling model.
- Fills in for Executive Secretary when necessary.
- May be asked to rotate hours: 9-5, 10-6, 11-7. Overtime is required as needed and may include weekends and holidays.
- Possible work at other campuses
- Performs other duties assigned.

QUALIFICATIONS:
- High School diploma or equivalent.
- Two to three years of clerical experience.
- Knowledge of Microsoft Word and Excel.
- Experience with Banner, Slate, PowerFaids is a plus.
- Proven administrative skills.
- Verbal and written communication skills.
- Mandatory Competency Testing
- Demonstrated Writing Ability
- Must be committed to the development of quality customer service.

SALARY: $1933.32 Bi-Weekly
         (External Candidates Level 5 only)
         $2107.14 Bi-Weekly
         (internal candidates Level 6)*
*Level 6 must meet the required criteria

FLSA CATEGORY: Non-Exempt

START DATE: ASAP

SEND LETTER, RESUME TO: cirillo@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