Position: Student Financial Services Specialist (Part Time)

Summary Description: Reports to the Director of Student Accounts. The Student Financial Services Specialist will serve as the initial contact for the Student Financial Services Office, providing professional and positive customer service. The employee assists students with questions, paperwork, payments, and requirements as they relate to financial aid and student receivables.

Description of Duties and Responsibilities:

*Essential Functions*

1. Interacts face-to-face with a large number of students; assist current students and parents in understanding their account charges, aid and payment options.
2. Maintains office supplies and processes requisitions for the Student Financial Services Office.
3. Receipts all incoming monies including tuition payments and other college payments.
4. Reconciles daily cash drawer and prepares deposits.
5. Records approved adjustments to student accounts that change amounts due to or due from students.
6. Reviews student accounts and monthly statements for accuracy.
7. Notifies the Registrar’s Offices of changes to student addresses, name changes, or code changes.
8. Maintains and supervises audit of student account files; forwards to storage as appropriate.
9. Approves or denies transcript requests.
10. In accordance with federal requirements and College policies, answers written and telephone inquiries from parents, students, and others concerning student accounts.
11. Refers students seeking a tuition payment plan to the College’s third party provider.
12. Creates upcoming award year “student account files” for new students and files appropriate documents as they are received.
13. Ensures all received documents for Financial Aid are delivered to the appropriate Financial Aid Counselor.
14. Dispenses petty cash within College’s policies and controls.
15. Assists the Director in developing effective means of communicating information to students and parents.
16. Performs other duties of the Student Financial Services Office as necessary or as requested.

*Marginal Functions*

1. Processes and maintains information that is often ambiguous and highly confidential.
2. Assists the Financial Counselors during busy periods, if available or as requested.
3. Participates in the annual audit as assigned. The employee may be required to perform such tasks as compiling documents and/or information and tracking files assuring compliance.
4. Performs other duties as assigned by the Director.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Viable candidates should be prepared to support and strengthen the Jesuit, Catholic mission of Spring Hill College.
2. Ability to work independently with initiative and a minimum of supervision.
3. Ability to use mainframe and personal computer systems as well as other appropriate office equipment such as adding machine and printer/copier/fax machine to perform job functions in a timely and accurate manner.
4. Ability to review a student’s account and accurately inform our student of types of transactions.
5. Ability to work with others in a team effort, often under the pressure of deadlines; ability to prioritize and/or keep track of multiple tasks and deadlines.
6. Possession of excellent communication skills as well as the ability to be personable but firm in dealing with people.
7. Ability to respond personably and knowledgeably to persons requesting information concerning financial assistance, application completion, and a student’s account.
8. Ability to maintain office hours as necessary to provide maximum service. Some night and/or weekend work may be required.
9. Ability to listen and identify problems and work out a solution that is satisfactory to parents and students while protecting the interests of the College.
10. Ability to maintain composure and be pleasant during difficult periods.
11. Ability to concentrate and function in an orderly manner in the midst of chaotic periods.
12. Ability to learn and accurately apply applicable College policies and procedures within six months of employment.

Qualification Standards:

*Education*: High School diploma required. Bachelor’s degree from an accredited college or university-preferred.

*Experience*: One to three years of work experience in financial aid or student support services, or combination of education and experience commensurate with the requirements of this position. Experience with basic computer software (MS Office) and experience operating a variety of office equipment, including a desktop calculator.

*Other Considerations*:

* Some night and/or weekend work may be required.
* Background check may include a criminal history background search.
* This person is considered a responsible employee in accordance with College Title IX policies.

Please apply to: [mtidikis@shc.edu](mailto:mtidikis@shc.edu)