

Definition: This is technical work providing services to students, their families, faculty and staff and customer service in the Student Enrollment Service Center.

An employee in this class is responsible for overseeing specific programs within the Student Enrollment Service Center and responding to general and account specific customer inquiries relating to Student Records, Student Accounts and Financial Aid Programs and information pertaining to the status of Financial Aid Rewards. Work involves the access and review of Student Records; the review, interpretation, and explanation of Financial Aid program laws, rules, regulations, and procedures; consultation with technical and professional personnel within the Department to resolve complex or involved customer inquiries; and the delivery of information, assistance, and services for intricate issues to Enrollment Service Center customers and staff. Employees in this class may update, adjust, and correct specific account information, as necessary, and in conjunction with the specific Financial Aid Provider or University Department to resolve customer problems. Work may also involve employee participation in a variety of programs and events to educate, inform, and promote a positive relationship with the public. Work is performed independently under the general direction of the Associate Director of Operations. Work is reviewed for accuracy, conformity to applicable laws, rules, regulations, and procedures, and for effective and professional delivery of information and services to the customer.

Examples of Work: Oversees and co-ordinates the University Student Employment program and/or other financial aid programs.

Provides verbal and written responses for all inquiries related to Student Records, Student Accounts and Financial Aid Programs.

Prepares and provides responses to inquiries verbally, in writing, facsimile, and through the use of e-mail and other electronic means.

Interprets and explains applicable laws, rules, regulations, and procedures.

Accesses, reviews, and navigates through the Universities records systems to review and verify account information, and verifies arithmetic entries on forms and related documents.

Reviews applicable laws, rules, regulations, and policies and consults with other departmental, Commonwealth, federal or other available sources in order to respond to inquiries and provide complete and accurate information.

Provides the status of financial aid, enrollment or student account related requests.

Award and payment processing, and provides assistance in expediting return or refund processing.

Processes customer requests for copies of records and schedules.

Assists customers with the registration process, and provides advice and assistance on the proper completion of all forms.

Assists with the issuance of class schedules and a variety of correspondence.

Provides information and assistance regarding the necessary requirements for graduation, registration and withdrawal.

Advises customers and their representatives of their responsibilities and their rights, as well as the process for appeal.

Reviews alleged account discrepancies, corrects errors, and adjusts accounts as appropriate. Performs arithmetic calculations including the calculation of award changes for current or prior years.

Utilizes a terminal and/or personal computer to navigate through Department systems, the Internet, e-mail, and various software programs.

Assists with the training of new employees and the cross training of incumbent employees through on-the-job training and demonstration.

Documents customer inquiries and ensures that system entries are properly coded.

Promotes Departmental programs and initiatives aimed at improving service and assistance to customers including Fact and Information Lines and electronic communication aimed at improving customer service and customer relations including the attendance at meetings, forums, and events.

Performs related work as required.

Required Knowledge, Skills and Abilities: Knowledge of applicable laws, rules, regulations, and processes.

Knowledge of basic bookkeeping and accounting principles and practices.

Knowledge of Financial Aid regulations, processes, and administration.

Knowledge of Departmental systems, programs, and operations.

Knowledge of general office procedures, standard office machines and equipment.

Knowledge of personal computer software programs including Windows based word processing, spreadsheet, and database software, and Internet and e-mail navigation.

Ability to operate a terminal or personal computer to access and review records systems for account and records information and operate a variety of software programs.

Ability to interpret and explain clearly and concisely applicable laws, rules, regulations and procedures, and customer rights and responsibilities.

Ability to verify and effectively communicate orally and in writing account, record, and financial aid related information through the review of transcripts, forms, and documents and the access and review of internal systems.

Ability to consistently promote and deliver information, assistance, and services in a courteous, accurate, and professional manner.

Ability to establish positive and effective working relationships with customers, their representatives, members of the University Community and their staff, federal, state and other agencies and the public.

Ability to perform arithmetic calculations to calculate, verify and/or correct erroneous account information.

Ability to provide assistance in training new employees and cross-training incumbent employees in Enrollment Service Center functions and programs.

Ability to deliver customer service, education, and information programs.

Minimum Experience and Training: Three (3) years of experience in the delivery of technical services and assistance to customers that involved the application of specific laws, rules, regulations, and procedures, and which included or was supplemented by one (1) year of direct public contact work;

OR

An associate degree and one (1) year of experience in the delivery of technical services and assistance to customers or customers that involved the application of established laws, rules, regulations, and procedures, and which included or was supplemented by one (1) year of direct public contact work;

OR

An equivalent combination of experience and training.