

MVNU Student Employment Job Description

JOB TITLE: Student Financial Services Student Assistant, Fall and Spring

DEPARTMENT: Student Financial Services

REPORTS TO: Brooke Overholt, Executive Director of Student Financial Services

REQUIREMENTS:

- **Recommended Education/Training:** Business/Accounting Major Preferred
- **Experience/Background/Knowledge:** Experience with PC systems, Microsoft Office Applications and customer service. Basic understanding of accounting concepts and business practices.
- **Skills:** A desire to help current and prospective students and their families with the financial aid and student accounts processes. Dependability in following schedules and procedures. Ability to work with people in stressful situations. Customer-service oriented approach to problem solving. Effective verbal and written communication skills.
- **Expectations:** Provide a professional, organized, and efficient office environment. Exhibit a Christ-like attitude in all assigned duties.
- **Special Requirements:** Must adhere to a strict confidentiality policy, along with having an understanding of the FERPA regulations.

DUTIES (include but not limited to):

- Providing excellent customer service in person and over the phone
- Assist Student Financial Advisors with their day-to-day tasks involved with serving students/parents
- Provide support for the frontline staff (both Student Accounts and Financial Aid)
- Assist SFS staff members with completion of special projects
- Help in the gathering of data and preparation of reports
- Filing and other clerical duties

NORMAL WORKING HOURS and DAYS: August 2019 – May 2020, About 10 hours per week to be worked within normal SFS working hours of M-F, 8am – 4:30pm.