



MERCYHURST

UNIVERSITY

501 East 38th Street
Erie, PA 16546

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800-825-1926

mercyhurst.edu

Student Financial Services Representative

Location: Erie

Department: Student Financial Services

Reports to: Asst. Director of Student Financial Services

Full Time

Classification: Staff

Open until filled

POSITION SUMMARY

The SFS Representative is a key member of the SFS staff and provides superior customer service to a highly diverse population including students, parents, faculty, staff, and the public in a fast paced, high volume “one stop shop” environment. The primary responsibility is to advance the department’s mission of providing quality service to students so that they can be provided with every opportunity to obtain and receive funding to support their educational costs at Mercyhurst University.

Services include but are not limited to financial aid and student account inquiries, payment processing, disbursements, refunds, and third-party billing.

Following departmental policies and procedures, the SFS Representative has the authority to resolve routine problems and provide immediate assistance to students.

This position requires knowledge of departmental policy and procedures, student financial aid regulations, and the Colleague Student Information System.

DUTIES AND RESPONSIBILITIES

Includes, but not limited to:

RESPONSIBILITIES:

- Provide customer service activities in person, by telephone, email and IM in a fast paced, high volume setting.
- Ability to provide detailed information related to the application process and administration of federal, state, and institutional financial aid funding, student billing, and disbursement of funds.
- Ability to analyze, interpret and follow federal, state and institutional regulations and guidelines in administering federal, state, private and institutional student aid and scholarship programs.

- Manage the Student Service Counter and maintain supply of forms and informational materials.
- Process tuition and scholarship payments accurately and timely.
- Process student account charges and credits into the Colleague Student Information System and/or other appropriate data systems.
- Prepare, communicate, process, and reconcile third party billing.
- Monitor payment plans and budgets for accuracy.
- Assist in office mailings and other communications.
- Support director, assistant director, and other office personnel by preparing reports, coordinating and scheduling events, and by providing clerical support and assistance when necessary.
- Provide administrative support for various student aid programs.
- Schedule meetings, prepare agendas, and take meeting minutes when appropriate.
- Attend occasional professional development conferences.
- Occasional overtime is required.
- Occasional travel between campuses is required.
- Perform other related duties as assigned.

Supervisory Responsibilities

This job may include student work study supervision.

EDUCATION AND EXPERIENCE

Associates Degree or equivalent is required, and bachelor's degree is preferred. At least two years of experience in customer service, administrative support, and/or accounting is required. Experience in financial aid, student accounts, or other higher education setting is preferred. An equivalent combination of education and experience will be considered.

KNOWLEDGE, SKILLS AND ABILITIES

Basic knowledge of student financial aid, basic accounting for bill processing, ability to write and follow policies, regulations, and procedures

Excellent communication skills including the ability to write routine correspondence and reports and speak effectively before groups of customers.

Ability to apply concepts of basic math and accounting skills. Ability to calculate figures and amounts such as discounts and percentages, accurate data entry, and ability to type at least 40 wpm.

Working knowledge of basic Microsoft Office Suite and applications, Datatel Database software.

Ability to analyze and decipher information and solve practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to read and interpret documents such as instruction and procedure manuals.

Ability to manage complex tasks in a demanding environment. Ability to work independently and make routine decisions.

Ability to develop effective working relationships with students, faculty, staff and the general public as part of the Student Financial Services team; Ability to organize and prioritize work assignments; Ability to handle confidential information and material in a professional and ethical manner.

Must be able to work overtime occasionally.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate on the basis of race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.