



JOB OPPORTUNITY

TITLE: Student Services Coordinator

DEPARTMENT: Financial Aid

REPORTS TO: Director of Financial Aid

COMPENSATION: \$17.58 per hour; annualized salary \$32,000

BASIC FUNCTION: The Student Services Coordinator's duties include serving as a liaison between the financial aid, academic affairs, and student accounts offices, and outreach to students and parents to provide counseling and assistance in the financial aid process and payment responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists students and parents in the application process for financial aid by helping them to complete appropriate and required forms; by advising them of their rights and responsibilities concerning financial aid; and by providing them with information about the status of their financial aid applications.
- Provides comprehensive counseling to students and parents regarding the financial aid process, various sources of financial aid, and structure of payment plans and other payment options through in-person, phone, email, and text conversations.
- General collection duties including follow up with regard to late fee assessment, payment plans and payment options/arrangements. May include communications via text, email, robo calls and phone contact.
- Assistance in resolving disputes related to student accounts/balances.
- May assist as a CSR at the front desk during busy times of each term.
- Create computerized reports, merge and evaluate complex data from multiple sources, maintain statistical data and generate communications to students
- Demonstrated experience with computerized office systems including, but no limited to, Microsoft Office applications such as Word, Excel and PowerPoint.
- Participate in student recruitment and retention activities including attending open house events, information sessions, and other events as requested to offer guidance to prospective student staff.
- Assist with orientation, move-in and presentations.
- Excellent interpersonal, verbal and written communication skills
- Demonstrated experience providing customer service in a timely and proficient manner
- Other job-related duties as assigned

QUALIFICATIONS

- Bachelor's degree required from an accredited institution of higher learning
- Minimum of one (1) year of professional experience in higher education, accounting, business, or customer service
- Good communication, presentation and phone skills
- High level of accuracy and attention to detail
- Computer skills- MS Office suite a must
- Jenzabar JX/CX – a plus

Notre Dame College offers an excellent benefits package including 20 paid holidays in 2019-20; tuition benefits; medical, dental, vision, life insurance, and other coverages; a 35-hour work week; and paid time off (vacation, sick, personal).

To be considered for this opportunity please submit a cover letter and resume to: careers@ndc.edu