Classification Specification:
Student Refund Specialist

Classification Number: 66123
Effective Date: September 27, 2013
Pay Grade:
Current Exemption Status: Nonexempt

Position Summary
Issues student aid refunds in accordance with federal, state, university and outside agency regulations. Reconciles uncashed checks. May assist in the administration of student loan programs.

Essential/Primary Duties
– Examines, verifies and issues refunds on all federal aid and personal payments. May also issue a hold on refunds if they do not meet federal requirements.
– Balances and resolves uncashed checks.
– Assists in the administration of student loan programs. Processes loan payments and answers calls from students regarding loan status or refunds.

Experience and Education
Experience
– Six months related experience required
Education
– High school diploma or GED required

Physical Requirements
Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

Working Conditions
Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.
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Essential Competencies

— Knowledge of basic mathematical skills
— Knowledge of basic reading skills
— Ability to carry out verbal and/or written instructions
— Ability to effectively communicate, verbally and written
— Detailed-oriented and highly accurate
— Ability to work in changing environment
— Ability to work effectively in a team environment
— Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
— Ability to coordinate or lead others in accomplishing work activities
— Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
— Ability to query, run reports and modify data in financial systems
— Ability to access and maintain document imaging systems, including scanning and filing documents
— Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
— Ability to operate computers and peripheral equipment such as printers

Supervisory Responsibility

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Providing Direction

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Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.