

Classification Specification: Sr. Student Support Specialist

Classification Number: 66562
Effective Date: 04/14/2014

Pay Grade: 25
Current Exemption Status: Nonexempt

Position Summary

Initiates and follows up on the recovery of delinquent and/or inactive, non-current student accounts. Assists students with the processing of financial aid, including satisfactory academic progress, emergency loans and STEP loans, and the certification and registration monitoring activities of students eligible for veterans' benefits.

Essential/Primary Duties

- Researches, analyzes and monitors all student accounts. Provides accurate answers to customers regarding student accounts and contacts students to recover unpaid accounts.
- Relieves supervisors of routine administrative tasks and complaints, including inquiries related to VA, WIA and Employee Reimbursement. Counsels veterans and students requiring Emergency and STEP loans. Prepares and maintains all veteran related paperwork.
- Assists with financial aid processing during peak periods. Works with students to determine financial aid eligibility. Works with parents and students during financial aid related events.
- Researches and provides specific student account information to aid administrators in decision-making. Makes recommendations related to student account activities, including deregistration, collections through third parties and veterans' special needs.
- Keeps updated on all financial aid regulations to inform incoming students during orientation sessions. Delivers presentations and answers questions related to aid opportunities.
- Accepts and processes payments. Balances out payment office each day and makes deposits in local bank facility.

Experience and Education

Experience

- One year 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
- Ability to draft office correspondence

Supervisory Responsibility

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

Provides work direction and may select, hire, schedule and provide formal feedback.