

Classification Specification: Student Refund Specialist

Classification Number: 66123 Pay Grade:
Effective Date: September 27, 2013 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

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

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