



JOB TITLE: Student Financial Services Representative  
DEPARTMENT: Student Financial Services  
SUPERVISOR: Director of Student Financial Services  
FLSA STATUS: Non-Exempt

## MAJOR PURPOSE

This position is the first point of contact for student financial services and provides information to students and parents pertaining to student financial services functions, timelines, and eligibility. Triage student issues and delegates to appropriate staff as needed. Provides excellent customer service and communicates effectively with internal and external campus stakeholders regarding regulations, policies, and procedures as outlined by the United States Department of Education and Jessup.

This position is full-time (40 hours per week), 100% in-person, and on campus. Occasional remote working may be available, with supervisor approval.

The pay range for this position is generally: \$43,000 - \$48,000 per year. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

## ESSENTIAL FUNCTIONS

- Resolves student inquiries in person, over the phone, and/or email and records case notes accordingly.
- Provides applications, information, and assistance to students and families regarding available financial aid programs- such as grants, loans, scholarships, and work study opportunities.
- Provides accurate and timely student account information upon request.
- Reviews financial aid application forms for accuracy and completeness- secures additional information from students as necessary.
- Researches and resolves problems related to transactions handled by the department.
- Assist department personnel with responsibilities as needed (FAFSA verification, Satisfactory Academic Progress, etc.).
- Participates and collaborates in outreach activities and special events planning.
- Collects tuition payments according to the payment method selected.
- Follow-ups with students regarding delinquent accounts, late fees, and financial holds.
- Provides support and guidance to students and families in reviewing and understanding student billing information, including payment

- plans, statements, and fees.
- Performs other duties as assigned

## QUALIFICATIONS

### EDUCATION/CERTIFICATIONS

- Bachelor's degree, preferred

### PREFERRED QUALIFICATIONS

- Customer service experience.
- At least one year of experience in financial aid, scholarships administration, higher education finance, or a related field preferred. Additional experience with student services is preferred.

### SKILLS & ABILITIES

- Demonstrated ability to work as an individual and as part of a team.
- Must possess excellent oral and written communication skills.
- Strong organizational and task management skills.
- Strong attention to detail
- Knowledge of and ability to work with computer-supported systems.
- Ability to use tact and discretion in handling confidential information.
- A consumer credit check is required - must not be in default on any personal student loans.

## WORKING CONDITIONS

The employee agrees to promote the values and mission of William Jessup University as a private Christ-centered University and live a life consistent with Biblical principles. All employees of the University are expected to firmly support without reservations the William Jessup University doctrinal statement of personal Christian faith and Community Covenant and Chapters. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

### WORKING ENVIRONMENT:

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors.

### PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk

or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 30 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

---

Employee Signature

---

Date