

BURMAN UNIVERSITY
JOB DESCRIPTION

JOB TITLE	Administrative Assistant
DEPARTMENT	Student Financial Services
CATEGORY	<input checked="" type="checkbox"/> Salary <input type="checkbox"/> Hourly
REMUNERATION SCALE	Individual Contributor II
REPORTS TO	Director, Student Financial Services

POSITION SUMMARY

This position will be the designated individual for providing clerical support to the Director and Financial Aid Officers including extensive use of and extremely detailed data entry in the students records database as well as the Microsoft Office suite of programs. In addition, this position provides financial services and general information to all students, parents, internal colleagues and the general public as confidentiality permits.

ESSENTIAL JOB FUNCTIONS

- Providing clerical assistance to the Director and FAO positions including extremely detailed data entry, database report generation and document tracking, and contacting/responding to students/families as needed and directed
- Providing clerical assistance for the study permit verification and renewal, work permit and health care registration for international students
- Managing student files from creation to long-term storage and maintain the shredding schedule
- Provide tactful and considerate customer service, helps to resolve and clarify account issues
- Maintaining a student employment contact list
- Receiving courier parcels, contacting recipients and handling outgoing shipments
- Receiving incoming and outgoing department mail and follow up on returned mail
- Ordering office supplies for the institution supply room/all departments and submit purchase orders to Accounting Services
- Ordering, managing inventory, and departmental billing of institutional paper supplies
- Ordering drinking water for department
- Contacting domestic first year applicants and creating appropriate spending plans
- Managing BOLT/ Photo Id Card System including processing cards, ordering supplies and maintaining machine
- Locate, copy, charge and deliver replacement tax documents as requested
- Generate daily/monthly creation of A/R receipting batches including US/Cdn cheques, cash, POS slips (debit/credit cards), automatic payment system (Auth.net), bank wires, pre-authorized debits, electronic payments, and branch to branch transactions, followed by balanced summaries to Accounting Services for further bank processing

- Generate monthly/daily A/R billing batches for Id card/Tax Replacement charges, student rent/rent rebates, student labor proceeds, employee charges, cheque requests, uniforms – Music Department, OP charges, error correction charges, NSF charges, and any other directed charges
- Redirect Student Health Benefit inquiries to the “We Speak Website”
- Balance a petty cash/float and manage associated fund requests and campus invoices
- Open and close office: lights, windows/doors/file cabinets/vault/reception window, computers and student office supplies
- File statements, spending plans, dorm forms, copies of documents, general correspondence, student loan paperwork, employment agreements, copies of direct deposit forms, any other related materials, and file completed batches in binder cases
- Manage the “Church Matching” correspondence and associated tracking
- Create Admission reports from CAMS and notify departments as students withdraw or defer
- Keep general finance forms updated and copied as needed
- Maintain the auto payment program (Auth.net) with corresponding notations
- Collect and send faxes as directed
- Hire, instruct and supervise a student as needed
- Receive and direct office calls, manage mailbox with office hour updates, and answer/redirect department emails
- Update “Financial Hold” statistics in database as payments received
- Scan documents to CAMS for permanent electronic storage (e.g. Master Promissory Agreements & Full Tuition Agreement)
- Purchase thank you gifts for couriers

JOB STANDARDS AND REQUIREMENTS

EDUCATION/TRAINING

- Two years post-secondary diploma or equivalent.

EXPERIENCE

- Two to three years related experience

SKILLS

- Superior ability in all current Microsoft Office programs with an emphasis on Excel, Word, Publisher and Access
- Exceptional ability to professionally communicate in written and verbal forms
- Ability to quickly and accurately process very detailed work

PERSONAL

- Enjoying working with an established team and contributing to the “team” spirit within the entire Student Finance Department
- Enjoying a fast-paced work environment with a variety of job demands including face-to-face, electronic and telephone interactions with students, parents and internal staff
- Strong communication skills to manage sensitive inquiries.

- Demonstrating an analytical method of managing new information and decision-making
- Realizing that tasks and corresponding responsibilities will shift from time to time to keep pace with the demands of the department
- Exhibiting a curiosity leading to life-long learning
- Exhibiting a positive and welcoming spirit
- A member of the Seventh-day Adventist Church
- Dedication to provide excellence in Seventh-day Adventist education through support of the vision and mission of Burman University