



Job Classification Description

STUDENT SERVICES CONSULTANT VSCSF BARGAINING UNIT

**GRADE 9
Non-Exempt**

BASIC FUNCTION

To provide students with support, help and the information needed to assist them with frontline student account, registrar and financial aid services.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Consult with students, faculty, and staff on regular student accounts, registrar and financial aid functions.
- Process standard frontline student account operations. This includes issuing statements; explaining various charges that appear on the student's account; processing student payment as well as other institutional cash receipts; handling special billing arrangements with external agencies; establishing payment arrangements with delinquent accounts.
- Process standard frontline Financial Aid Office operations, which includes explaining the general financial aid process with parents and students regarding programs and options, reviewing the status of awarded aid regarding timeline, missing documents, processes, etc., and providing duplicate award letters to students along with any other forms needed.
- Process standard frontline Registrar operations that include registration of students, perform add/drop process of classes, verify enrollment to external parties, process transcript requests, and address changes for students.
- Manage the reconciliation of a daily cash drawer.
- Represent the office during special events or on committees as needed.
- Problem solve for students with cross-office concerns.
- Update data needed to maintain accurate student files.
- Confer with other administrative offices on campus for training, function operations, processing and problem solving.
- Attend training as needed to provide good, competent service.
- Perform other duties as assigned by supervisor.
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SUPERVISION RECEIVED

Overall supervision is received from the Controller. Additional supervision of cash drawers received from the Accounts Receivable Manager.

SUPERVISION EXERCISED

None.

MINIMUM QUALIFICATIONS

Associates degree in an appropriate discipline, with a bachelor's degree desirable, plus one to three years of relevant clerical/administrative experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Good general office and administrative skills
- Good reading, math and computer skills.
- Good advising skills
- Ability to maintain a complex computer database.
- Ability to understand and explain the technical regulations governing student finances, registration and financial aid.
- Ability to maintain a high level of confidentiality.
- Ability to deal with students, parents, college staff in a professional, courteous manner.

This is a general outline illustrates the type of work which characterizes the job classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.