

Job Description: Student Financial Assistant

Office of the Dean of Students

Summary:

Student Financial Assistants provide data entry and administrative support to Operations staff in the Office of the Dean of Students, as well providing customer service to chartered student organizations and groups receiving Student Activity Fee funding. Provides administrative support to the Student Declining Balance Card program.

Essential Functions:

- Monitor customer service email accounts for Student Activity Fee, Declining Balance card program, and Student Organization finance, route request forms and approvals to appropriate folders, assist with basic inquiries and escalate other issues to appropriate staff member.
- Monitor Declining Balance card program “cards out” calendar, issue email reminders to late students, and maintain detailed records of responses.
- Review Declining Balance card receipts submitted by student users and match receipts to posted transactions. Contact students to resolve discrepancies or problems with receipts provided and maintain detailed records of responses. Prepare receipts for reconciliation to monthly statement and submission to Accounts Payable.
- Enter invoices, reimbursements and payment requests in the Workday system for all chartered student groups and groups receiving Student Activities Fee funding.
- Serve as first point of contact for students with payment-related questions and escalate to appropriate staff member if necessary.
- Assist Operations staff with assessing effectiveness of processes and suggest improvements.

Required Skills & Abilities:

- Ability to work independently, think critically and engage in active problem-solving.
- Ability to maintain strict confidentiality of privileged information.
- Willingness to learn about a range of university financial and event-related policies and apply this knowledge to student financial questions and concerns.
- Excellent interpersonal skills and customer service focus.
- Ability to communicate clearly and specifically, both verbally and in writing.
- Detail-driven and able to quickly learn new computer software.

Other Requirements:

- The ideal candidate will be available to work approximately 10 hours per week.
- Candidate must be a current WFU undergraduate or graduate student in good standing with the university.
- This position will be stationed in the Office of the Dean of Students and will be expected to work a set schedule taking place during normal business hours (Monday-Friday, 8:30 AM – 5 PM). Schedules will be set at the start of each semester. Student Financial Assistants will be expected to request changes to their work schedule in advance and find coverage for any last-minute changes.
- This position is open to Federal Work Study students.