

Job Description: Student Financial Assistant

Student Organization Finance Office, Office of the Dean of Students

Summary:

Student Financial Assistants provide data entry and administrative support to staff in the Student Organization Finance Office (SOFO), 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:

- Staff the reception desk in The Hub and serve as first point of contact for students with questions
- Distribute and receive Declining Balance cards
- Monitor and log incoming email for the Declining Balance card program and Student Organization finance
- Route email request forms and approvals to appropriate folders, assist with basic inquiries and escalate other issues to appropriate staff member.
- Scan and file receipts
- Enter invoices in the Workday system for all chartered student groups and groups receiving Student Activities Fee funding
- Contact students to resolve discrepancies and maintain detailed records of responses
- Assist Operations staff with assessing effectiveness of processes and suggest improvements
- Attend team meetings and required training sessions

Required Skills & Abilities:

- Ability to work independently, think critically and engage in active problem-solving.
- Ability to maintain strict confidentiality of privileged information.
- 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 8 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 Hub, Benson 218 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.