

Posting Information

Job Postings ?

Posting Title Student Financial Support Specialist, Enrolment Services Advisor II, Enrolment Services, Student and Enrolment Services

Job Descriptions ?

Description Type	Position Overview		Template	Operating - Limited Ter
Visibility	Internal and External			

The **Department of Enrolment Services** within **Student Enrolment Services** is currently seeking a Full-time Temporary Relief **Student Financial Support Special**

Supporting over 85,000 inquiries annually, Enrolment Services provides student facing advising services for the Office of the Registrar. As a central hub of student in student experience through their advising on all aspects of the student record, including: admission, registration, fees, student loans, awards, exams, transcripts and advising professionals, this position is responsible for upholding university and departmental regulation, policy, compliance as well as academic and referral services student success while demonstrating critical thinking. As a result, this role requires collaboration with staff and stakeholders campus-wide in order to ensure accurate cross-campus referrals. The demands and work volume associated with this position can be significant, particularly during peak periods occurring throughout the year; candidate will embrace change and thrive in a dynamic team environment.

As a member of the Enrolment Services team, this position reports to the Manager, Enrolment Services Operations. This position supports the student financial support requires the successful candidate to have a minimum 4 years directly related experience in an advisory role, specifically related to student financial support.

Add Posting Description

Delete Posting Description

Description Type	Position Description		Template	Staff - Deadline
Visibility	Internal and External			

Summary of Key Responsibilities (job functions include but are not limited to):

- Utilize and refer to the university calendar to advise students on policies and regulations related to the following: admission and enrolment requirements, fee student loans and awards.
- Provide quality service and advice, contribute to the creation of a supportive team, and identify ways to improve services to students, colleagues and the university.
- Provide troubleshooting support for student course registration. Provide appropriate advising/referrals when required. Follow established procedures and protocols escalating registration issues, and processes related to course registration.
- Advise students about all aspects of their student financial account including charges/fee assessments, payments, credits, debits, refunds, etc. Ability to synthesize student's financial account. Ability to provide referrals where appropriate.
- Troubleshoot and advise on processes related to government student loans including loan confirmations, remittance, amendments and loan compliance. When specialists or external government agencies to inquire about funding eligibility, loan tracking and changes to circumstances impacting student accounts.
- Support other duties/advising initiatives as assigned.
- Develop an area of subject matter expertise as it relates to the key portfolio areas of the unit (fees, registration, financial aid).
- Maintain foundational advising knowledge as well as specialized knowledge related to area of subject matter expertise. Act as the internal team liaison for matters.
- Perform specialized duties related to the area of subject matter expertise in support of the student cycle.
- Act as the lead for new staff training as well as regular training and updates for the team as related to area of subject matter expertise.
- Post charges related to administrative fees at the University of Calgary.
- Post student payments (debit, cheque, credit card) accurately and in accordance with institutional and department regulations.
- Continuously balance and uphold all financial audit compliance guidelines daily.
- Complete financial transactions and tasks daily and cash without error when reconciling.

Qualifications / Requirements:

- A bachelors degree (or higher) in a related field.
- A minimum 4 years directly related experience in an advisory role. Must demonstrate examples of utilizing judgment within capacity of the role.
- A minimum 1 year experience working in a registrars office.
- Demonstrated experience working in an environment with peak periods and a high volume of inquiries.
- Comprehensive knowledge and understanding working with Peoplesoft (student administration); Banner or similar student administration systems is required.
- Experience utilizing and upholding calendar regulation & policy as it relates to student/client inquiries.
- Comprehensive knowledge of university policies, procedures, degree programs, structure, and services.