Supervisor, Service Assistants

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Professional and Managerial Group

Supervisor, Service Assistants

Student Financial Services

Temporary full-time from March 2016 to May 31, 2017

Hiring #: 2016-0089

Please read the Application Instructions [1] before applying.

The Supervisor, Service Assistants position encompasses a wide range of responsibilities related to financial services provided within the department of Student Financial Services. A primary responsibility of the position is the supervision of the front counter service staff and the services they provide to University of Guelph students.

The Student Financial Services department administers the OSAP program for over 11,000 full-time students, the part-time OSAP loans program, out of province government assistance and US loans. This incumbent works with the Student business office on the delivery of student billing and payments for more than 26,000 students and will help the Awards office by providing an understanding to students on the institution’s financial aid programs, including scholarships, bursaries, and work study.

The Supervisor reports to the Manager, Financial Aid and supervises a front counter team of three full time staff. The incumbent also acts as coach and trainer to ensure that the front counter staff works in a productive and efficient manner within a multi-task environment while providing excellent student service. The staff manage work in an open environment that is subject to numerous interruptions.

This position requires a high level of technical and professional skills in the area of student billing and payments, financial aid, student services, and systems such as the Colleague student system and Ministry systems within a student focused environment. The incumbent will be self-directed and have excellent communications skills. The incumbent must be able to provide solutions to student financial complications while maintaining the integrity of the processes. The incumbent will establish priorities for tasks and activities that often have competing deadlines. They will be involved with communications to current and prospective students by updating the Financial Aid Website, attending annual open house events and assisting with high school visits and the annual interaction event.

Requirements of the positions include an undergraduate degree in a related field such as finance and 3 to 6 years progressive post-secondary institution experience, including two years of OSAP experience and one year supervisory experience or an equivalent combination of education and experience. The candidate will have a comprehensive understanding of all government (federal, provincial and international) student financial aid programs. The individual will have excellent interpersonal, public speaking and presentation skills. The candidate must be able to work in a team.
environment, and have sound organizational and computer skills, including Microsoft office, Colleague Student Information System, and the Ministry’s OSAP AS400 and One-Key systems. Travel to meetings, and occasional evening and weekend work is also required.

Classification        P04*
Professional/Managerial Salary Bands [2]

*Tentative evaluation

Posting Date: 2016 03 02
Closing Date: 2016 03 16

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply