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Office, Clerical and Technical

Student Accounts Clerk

Student Financial Services, Office of Registrarial Services

Temporary part-time from October 2017 to October 2018

(Less than 24 hours per week)

Hiring #: 2017-0522

Please read the Application Instructions before applying

Reporting to the Manager, Student Accounts, Student Financial Service, the Student Accounts’ Clerk will be responsible for high volume, time sensitive emails, phone calls and in person queries from students and parents related to the student’s financial account. The incumbent must be able to review an account and explain all entries. Information related to payment options, deadline dates and the implications to the student if these dates/payments are not met, must be relayed accurately. Knowledge of university policies and procedures, an understanding of academic programs and OSAP (Ontario Student Assistance) and Awards (scholarships, bursaries) would be an asset.

Requirements of the position include: One year of community college in a related field and one year of related work experience, or equivalent combination of education and experience. Experience in accounts receivable processing in a medium to large business environment is an asset. Excellent customer service skills and record keeping skills, as well as strong word processing skills are essential. Strong written and oral communication skills are required. Familiarity with student information systems is preferred.

Candidates must be able to work in a fast-paced environment, with frequent interruptions and demonstrate excellent organizational, prioritization and multi-tasking skills. Ability to manage time-sensitive tasks and maintain accuracy and attention to detail. Ability to respect and maintain strict confidentiality; be congenial; demonstrate tact and diplomacy.

Part-time Positions

Classification Excluded Grid Band 3*
Normal Hiring Range $19.91 - $22.24 per hour

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

At the University of Guelph, fostering a culture of inclusion is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

*Tentative evaluation.

Posting Date: 2017 10 11
Closing Date: 2017 10 18
Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/student-accounts-clerk

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