Service Assistant

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Position covered by the Collective Agreement with USW Local 4120

Service Assistant

Office of Registrarial Services

Hiring #: 2021-0279

Please read the Application Instructions [1] before applying

Reporting to the Manager, Student Awards & Financial Aid, the Service Assistant is responsible for all aspects of front-line customer service as it applies to Student Financial Services (SFS). This is a critical position as it is the first point of contact with the student body in addressing all financial matters as they relate to students and their studies. Services are provided to undergraduate and graduate students, Guelph-Humber students, parents, staff, faculty and external stakeholders. The contact with clients will be in person, by telephone and electronic correspondences. The dealings are often complex, sensitive, confidential, and action-oriented requiring demonstrated tact and diplomacy.

The incumbent is required to be knowledgeable and have a full understanding of a host of policies, procedures, processes, deadlines and consequences that include, but are not limited to the following areas: student accounts, OSAP, all provincial and territorial government aid programs, work study, scholarships, bursaries and institutional financial aid programs. The incumbent is responsible for advising, making decisions and recommendations regarding students’ financial situations as it relates to their program of study, registration changes, and financial shortfalls. The incumbent performs a variety of data entry functions to ensure students financial situations are addressed efficiently and effectively and without negative consequences to their academic success. Data entry functions include, but are not limited to: supporting documents, program cost codes, OSAP and out-of-province confirmation of enrolment forms, continuation of interest free status, and adjustments on the Ministry of Colleges and Universities (MCU) on-line system to ensure appropriate financial aid is issued to students. The incumbent advises students daily regarding their student account payments; this requires being conversant with payments including tuition, incidental fees, residence, meal plans, withdrawal and course change penalties, lab fees, housing deposits, UHIP fees, and miscellaneous charges transferred from other departments. Decisions made by the Service Assistant impact students’ finances, educational goals, and student retention.

Requirements of the position include:

- One-year post-secondary education (college diploma or undergraduate degree preferred) with one (1) year of relevant experience, or an equivalent combination of education and experience
- Knowledge of Colleague, the student information system, WebAdvisor, MTCU’s AS400 and One-key with a preference given to applicants who have experience using these applications
- Knowledge of academic policies and procedures, financial aid policies and procedures with preference given to applicants who have experience with student account and government aid policies and procedures
- Excellent oral and written communication skills
- Ability to deal with difficult situations, maintain a high level of confidentiality, sound judgement, and dependability
- Detailed oriented and analytical with demonstrated problem-solving skills and initiative
- Highly organized with excellent time management and proven stress management skills
- Ability to work effectively in a fast-paced, high-volume environment with constant interruptions
- Strong computer competency using the Microsoft Office Suite

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until
the University resumes its regular operations.

Position Number 443-023
Classification USW, Local 4120 Salary Band 4
Salary Range $23.59 Minimum
$24.77 Normal Hiring Limit
$31.92 Job Rate

*At the University of Guelph, fostering a culture of inclusion* [2] *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.*

Posting Date: 2021 06 21
Closing Date: 2021 06 28

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