Student Accounts Clerk

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Student Accounts Clerk
Student Financial Services

Temporary part-time from July 2021 to October 2022
(Less than 24 hours a week)
Hiring #: 2021-0360

Please read the Application Instructions [1] 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. This part-time position requires tact, diplomacy and strong attention to detail. 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 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, and familiarity with Colleague or similar programs used at the University of Guelph is strongly preferred.

Candidates must be able to work in a fast-paced environment, with frequent interruptions, have excellent organizational, prioritization, multi-tasking skills, the ability to manage time-sensitive tasks and maintain accuracy and attention to detail in a timely manner. The Student Accounts Clerk must respect and maintain strict confidentiality, be congenial, tactful and diplomatic.

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

Hourly rate $21.54 - $24.06* per hour

*Tentative evaluation; subject to committee review.

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 07 19
Closing Date: 2021 07 26

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