Student Accounts Assistant

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Student Accounts Assistant

Student Financial Services

Hiring #: 2021-0428

Please read the Application Instructions [1] before applying

Reporting to the Supervisor, Student Accounts, the Student Accounts Assistant is responsible for the maintenance and authorization of Graduate settlements, including requests for payment of account through payroll deduction and the issuance of refunds. Communication with the Office of Graduate and Postdoctoral Studies, Human Resources, and Graduate Program Assistants is an integral part of the Graduate settlement process. The incumbent will handle a large volume of time sensitive email messages, telephone calls, and in-person queries, relating to a student’s financial account. The incumbent must be able to review an account and provide an explanation of any or all transactions. Information relating to deadline dates, payment options, plus the implications of not meeting these deadline dates, must be accurately communicated to students.

Knowledge of university policies and procedures, an understanding of academic programs, OSAP (Ontario Student Assistance Program) and awards (scholarships, bursaries) would be an asset

Requirements of the position include: One year of community college in a related field and some related work experience, or equivalent combination of education and experience. Experience with processing accounts receivable in a medium to large business environment is an asset. Strong written and oral communication skills are required. Familiarity with Colleague or similar programs used at the University of Guelph is strongly preferred.

The incumbent must be able to work in a fast-paced environment with frequent interruptions, possess excellent organization, prioritization, record keeping and multi-tasking skills, manage time-sensitive tasks, maintain accuracy and pay attention to detail. Strong word processing skills are essential. The Student Accounts Assistant 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.

Position Number         443-024
Classification               USW, Local 4120 Salary Band 3
Salary Range              $21.76 Minimum
                         $24.30 Normal Hiring Limit
                         $29.38 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 08 30
Closing Date: 2021 09 07

Page category: Current Opportunity [3]
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