STUDENT SERVICES ASSISTANT

NORTH PARK UNIVERSITY, CHICAGO

3225 W. FOSTER AVE, CHICAGO, IL 60625

Department: Student Administrative Services

Reports To: Assistant Director, Student Administrative Services

Position Summary: The purpose of this position is to contribute to the Office of Student Administrative Services by facilitating the recording and management of student records, registration, and student accounts. This is achieved by serving on the "front line" of service for the Office of Student Administrative Services by greeting, serving, and/or redirecting students and other constituencies.

Essential Responsibilities:

- Provides excellent customer service by greeting, serving, and/or redirecting students, administrators, faculty, and staff.
- Updates the computer database by entering student registrations, adds, drops, withdrawals, student payments and change-of-address forms.
- Reconcile balances and prepare cash receipts for deposit daily.
- Collect monies on accounts that remain outstanding and/or maintain in-house payment plan agreements.
- Provides students with timely information about their status by sending them correspondence concerning registration or withdrawal.
- Assists co-workers by making ID cards and processing transcript/verification requests.
- Ensures that students and staff have access to all necessary forms by maintaining an adequate inventory of office and registration materials.
- Maintain student files and paperwork received by the office.
- Supports the Student Administrative Team by assuming and completing other responsibilities as required.

Essential Qualifications:

- An orientation to detail and precision
- Ability to communicate effectively with students, administrators, faculty, staff members, and outside constituencies.
- Ability to work with a computer at the level of data entry and elementary data retrieval
- Ability to coordinate many overlapping tasks and handle prolonged periods of pressure and stress
- Strong customer service orientation.
- Computer literacy in Microsoft Word, Excel, Outlook, and databases needed.
- Personal commitment to North Park's mission of Christian higher education.
- Bachelor's degree preferred

Effective Date: 2012

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.