**STUDENT SERVICES SPECIALIST**  
**Student Record & Financial Services Center**

**Job Summary:** The Student Services Specialist assists current/prospective students and their parents/guardians with a variety of inquiries. They apply knowledge of programs, procedures and policies to provide administrative support and assistance with financial aid, student accounts and student records matters. This position reports to the Student Services Supervisor.

**Responsibilities:**
- Provide assistance to prospective/current students and their parents/guardians in-person, by telephone and e-mail.
- Assist students with self-service web functions; including student records and registration, financial aid, and student accounts inquiries.
- Process and respond to assigned mail and e-mail.
- Process cash, check, and credit card payments. Balance cash drawer daily and prepare daily bank deposit.
- Monitor semester payment plan accounts: including verification of billing, monthly transaction processing, file update and review, and appropriate correspondence to parents and students.
- Distribute student parking permits, refund checks, student payroll checks, and NFTA passes.
- Accept/process scholarship checks and supervision vouchers.
- Assist in tuition collection efforts.
- Process approved course withdrawal forms received.
- Process registration overrides for students.
- Process major, minor, concentration changes.
- Assist with graduation check-out processing.
- Accept transcript requests.
- Process address and name changes.
- Enrollment and Athletic roster verification.
- Enter advisor assignments.
- Mail out diplomas.
- Create and maintain student financial aid files.
- Review status of freshmen/transfer residency, deposits, and cancelations.
- Review and mail award letters for freshmen/transfer students.
- Understand and adhere to the Family Educational Rights and Privacy Act of 1974 (FERPA) when dealing with students and their parents. Must understand and follow strict federal, state, and institutional rules and regulations.
- Maintain the security and integrity of the student information maintained by this office.
- Perform other duties as assigned.

**Minimum Qualifications:**
- At least 2 years’ experience of customer service and/or administrative support work experience; financial aid, student accounts and/or student records work experience preferred.
- Professional demeanor and ability to work effectively with various constituencies including: prospective students, current students, their families, general public, faculty, administrators.
- Strong organizational and communication skills.
- Strong interpersonal skills: ability to work well within a team environment and independently.
- Computer proficiency in Microsoft Office applications, knowledge and experience with the Canisius College Ellucian and TouchNet System is preferred.
- Strong data entry skills and attention to detail.
- Ability to manage multiple activities.

**Position:** Level 6. This is a full-time, hourly position. The work schedule is Monday through Friday, 8:30am to 5:00pm, some evening and weekend hours are required.

**Application Information:** To apply for this position send your cover letter and resume to hr@canisius.edu or Human Resources, 2001 Main Street, Buffalo, New York 14208 by March 1, 2016.

Canisius College, a Catholic and Jesuit university, is an independent, co-educational, medium-sized institution of higher education. Minority candidates strongly encouraged to apply. Canisius College is an Equal Opportunity Employer.