Student Records and Financial Services Graduate Assistant

This position directly supports the College’s Student Records and Financial Services Center. Student Records and Financial Service (SRFS) is grounded in service excellence and student retention and is supportive of students’ educational goals and consistent with institutional policies and priorities. The SRFS has both virtual and physical components and provides student-service functions encompassing Financial Aid, Student Financial Accounts (Bursar/Cashier), Parking, Meal Plans, and Registration & Records (Registrar).

Customer Service
- Provide students/parents/College community with information, facilitate transactions, and provide satisfactory problem resolution in a timely manner in regards to registration, financial aid, student academic records, student financial account information, parking, meal plans, and other student-support resources
- Provide superior customer service (in-person, phones, e-mail) and ensure all actions align with the College vision, mission, goals, and strategic plans
- Establish and maintain a SRFS Center FAQ and tutorial resource center
- Evaluate/update SRFS Center policies and procedures
- Administer office customer service surveys
- 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

Student Accounts
- Manage the College student parking and NFTA pass programs
- Manage student third party billing
- Manage student uncashed checks

Student Records
- Evaluate the records of incoming transfer students, award transfer credit using the transfer articulation module in Ellucian Banner
- Manage student advisor assignments
- Manage missing admission requirements process

Financial Aid
- Assist with the management of the student financial aid verification process
- Assist the VA Certifying Officer with student VA management and certifications
- Assist with the management of the Federal Work Study Program, Griffin Employment, and Canisius Earning Excellence Program
- Assist in the management of course of study program pursuit and federal financial aid requirements

Student Retention
- Assist in the management of the SRFS Center retention efforts. Tasks include the collection/reporting of student retention data and the outreach to our at-risk students

Qualifications: Bachelor’s degree and admission to the Canisius College Higher Education and Student Affairs Administration (HESAA) program required.
Supervisor: Kevin Smith, Assistant VP and Director, Student Records and Financial Services
Hours per Week: 25 Hours/Week
Compensation: 18 Credits Tuition Waiver (6 courses)
Start and End Date: August 10, 2021 – May 15, 2022