



UNIVERSITY of the SOUTHERN CARIBBEAN

Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals for the following position:

STUDENT FINANCE ADVISOR

JOB SUMMARY

The Student Finance Advisor is responsible for providing student-centred customer service support to students in relation to registration, payment plans, GATE application and funding, deadlines and other requirements. Customer service is provided in person, on the phone, or via email. Excellent communication and time management skills, professionalism, student account privacy, and the ability to work cohesively within a team in a fast-paced environment are crucial to this position. Consultation with his/her supervisor on important decisions and difficult matters are required. Represents the Department at registration, orientation and other events. He/she participates in teamwork in the Department, and contributes to maintaining the strategic priorities of the University. The position requires compliance with established policies and procedures of the Department and a high level of confidentiality. This is a full-time position and he or she reports to the Director of Student Finance.

DUTIES AND RESPONSIBILITIES

- Provides frontline customer service and face-to-face interviews with customers/students seeking financial counselling/registration.
- Registers students for classes.
- Performs student account reconciliations and maintains up-to-date student accounts.
- Provides financial information to staff responsible for processing letters to students.
- Provides information to the Director to process student cheque requests.
- Responds to student inquiries or queries in person, over the telephone and via email in a timely and courteous manner.
- Processes withdrawals from student accounts according to the Department's policies and procedures.
- Issues exam permits at the end of semester according to the Department's policies and procedures.

- Collaborates with personnel in other departments in relation to student matters.
- Maintains confidentiality of student records, always working within the right to privacy guidelines.
- Processes and submits GATE invoices for payment.
- Processes GATE refunds to the Ministry.
- Processes graduation clearance/denial, and diploma/transcript release/denial.
- Assists with training new student finance staff in the Department.
- Participates in team activities.
- Contributes to maintenance of the university's strategic priorities.
- Performs other assigned duties commensurate with the position.

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- A Bachelor's degree in Accounting/Business Administration/Management or equivalent from an accredited institution.
- Three years of customer service experience. Accounting experience is preferred.
- Competency in MS applications including Word, Excel, SUNPLUS, AEORION and other relevant applications.
- Experience that demonstrates success in managing multiple priorities within a high level, fast-paced environment.
- Experience working in a team.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Understanding of the GATE requirements.
- Have a basic understanding of accounting and account reconciliations.
- Must become well-versed in university policies and procedures.
- Must become well-versed with university degree, non-degree, and certificate programs.
- Must be able to work with minimal supervision.
- Accurate data entry, calculation and financial analysis skills.
- Strong organizational, interpersonal and problem analysis skills.
- Ability to communicate effectively with internal and external customers.
- Ability to identify and solve reconciliation information/issues.
- Ability to detect account errors.
- Ability to operate office machines and other office equipment.
- Ability to meet expected deadlines and schedules.

OTHER REQUIREMENTS

- Critical thinking
- Attention to details
- Highly organized
- Excellent oral and written communication skills
- Excellent customer service skills

- Confidentiality, integrity, dependability, and conscientiousness
- Appropriate and professional appearance and demeanour required
- Commitment to the high moral, spiritual and ethical values of the University

Applications should include a Cover Letter, a detailed Curriculum Vitae, two (2) written recommendations, including one from current employer, photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT-OF-SPAIN
TRINIDAD & TOBAGO**

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than November 28, 2024.

The University wishes to thank all applicants for their interest. However, only short-listed applicants will be contacted.