



# UNIVERSITY of the SOUTHERN CARIBBEAN

Royal Road, Maracas, St. Joseph.

## CAREER OPPORTUNITY

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

### **DIVISION OF FINANCIAL ADMINISTRATION** **DEPARTMENT OF STUDENT FINANCE**

### **STUDENT FINANCE ADVISOR**

#### **JOB SUMMARY**

The Student Finance Advisor is responsible for providing excellent 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 supervisor on important decisions and difficult matters is required. Represents the Department at registration, orientation and other events. Participates in teamwork activities in the Department and contributes to maintaining the strategic pillars of the university. The position requires compliance with established policies and procedures of the Department and a high level of confidentiality. The position holder reports to the Director of Student Finance, works a 40-hour work week, and may be required to work outside the scheduled workdays and times periodically.

#### **SCOPE OF ROLE**

Customer service, reconciliations, processing of documents and invoices, and training.

## **DUTIES AND RESPONSIBILITIES**

- Provides frontline 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 information for processing of letters to students.
- Processes 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 according to Department's policies and procedures.
- Issues exam permits at the end of semester according to 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.
- Performs a GATE reconciliation at the end of each academic year for each GATE student in the academic School under your purview.
- Participates in team activities.
- Contributes to maintenance of the university's eight strategic pillars of: Spiritual Ethos, Academic Excellence, Financial Sustainability, Quality, Wellness & Well-Being, Commitment, Service, and Growth.
- 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:

- Bachelor's degree in Accounting or ACCA Level 2 from an accredited institution.
- Two to four years of accounting experience 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**

- Knowledge of generally accepted accounting principles and procedures.

- Understanding of the GATE requirements.
- Must become well-versed in University policies and procedures.
- Must become well-versed with University degree, non-degree, and certificate programmes.
- 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 error.
- 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**

Or email us at: [hr-recruitment@usc.edu.tt](mailto:hr-recruitment@usc.edu.tt)

**This position is open until filled.**

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