

# OSUN Student Employment Job Description

**Job#:** 09232

**Department:** Fees & Deposits

**Job Title:** Student Employee

**Supervisor:** Jessica Mautz   **Phone #:** 740-364-9692   **Email:** mautz.19@osu.edu

**Hourly Rate:** \$ 8.75

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Terms job is available:   Summer  X                       Autumn  X                       Spring  X

Times job is available: Mornings  X                       Afternoons  X                       Evenings                           Weekends    

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*Include specific information regarding level of responsibility, range and complexity of duties and training/experience required for this position.*

**Qualifications:** Basic math skills to include addition, subtraction and use of percentage calculations therein. Significant level of customer service skills. Must be able to work with a variety of customers, handle stressful situations, manage multitasking effectively, comply with regulations such as Family Education Rights and Privacy Act (FERPA) and securely maintain confidential customer information. Prior money-handling experience preferred. Must have capability to easily learn the use of multi-line telephones, computer software, calculators and copy/fax/scanner machine.

**Summary of Duties:**

Answers in-person and telephone inquiries and appropriately responds to such inquiries, requests and concerns. Takes payments for tuition & fees and provides proper receipting, accountability and reconciliation. Must be able to retain and utilize operational and policy information for both institutions when working with customers. Assists staff in responding to voicemails and contacting students in relation to debt collection and other matters. Organizes, creates and files paperwork and accounts receivable materials as requested. Other duties as assigned.

Background check required for selected applicant

This job does not replace a full-time employee.

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**OSU Org-Fund #:** 09705-012510

**OFFICE OF FINANCIAL AID USE ONLY**  
Background Check Required?  X  Yes (SS)         No