

Position description

Position title:	Student Finance Administrative Officer
School/Section/VCO:	Finance
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 4 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full Time
Recruitment number:	849006
Further information from:	Ms Emma Fellows, Coordinator, Student Finance Telephone: (03) 5327 9220 E-mail: e.fellows@federation.edu.au
Position description approved by:	Ms Megan Briggs, Manager, Student Finance (Higher Education) Mr Richard Harris, Director, Finance

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

Original Issue: 01/11/2009
Current Version: 01/06/2017

Position summary

The Student Finance Administrative Officer is responsible for providing a high level of administrative support to the Student Finance team by undertaking a broad range of functions including the collection of fees, processing of refunds and payments and delivering exceptional customer service by providing accurate information and advice in response to student fee related enquires. The position requires a high level of administrative competencies to ensure accurate processing of information and data.

The Student Finance Administrative Officer will undertake responsibilities in relation to both Higher Education and TAFE students.

Key responsibilities

1. Provide exceptional customer service by responding to phone, email and face to face enquiries from internal and external clients on a diverse range of matters in a timely and friendly manner.
2. Provide prompt and efficient specialist fee advice in accordance with University policy and procedure, relevant legislation contractual obligations.
3. Responsible for the accurate, efficient and timely processing of all deposits received into the student fees bank account via data entry and payment upload into the student system. Responsible for the reconciliation and maintenance of the student fees suspense account.
4. Ensure that the student self-service credit card payments report from the Student Information Management System reconciles to the bank statement and merchant files.
5. Responsible for processing adjustments and running data cleansing reports to ensure correct charges and payment allocation.
6. Responsible for the timely follow-up and collection of outstanding fees for Higher Education and TAFE domestic and international students. Maintain outstanding fee reports and assist with the administration of enrolment cancellations for non-payment of fees.
7. Assist with mail outs, batch processes and communication generation from the Student Information Management System, including follow-up of undeliverable communication.
8. Ensure the accurate, efficient and timely posting of overseas student health cover charges and adjustments to the student system and the reconciliation of associated invoices.
9. Assist with refunds for Higher Education and TAFE Domestic and International students to ensure timely processing in adherence with policy, procedure and ESOS obligations.
10. Assist with the recording, allocation and maintenance of tuition fee scholarships and waivers for Higher Education international and domestic students.
11. Provide efficient and effective administrative support to the Financial Services and Student Finance team.
12. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.

13. Undertake the responsibilities of the position adhering to:
- The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Student Finance Administrative Officer reports to and works under the general direction of the Senior Officer, Student Finance. The Student Finance Administrative Officer will be expected to show initiative, accuracy and the ability to work independently in managing day to day workloads. The position will be required to liaise with internal and external stakeholders and effectively communicate with a wide range of students and customers.

The Student Finance Administrative Officer must apply knowledge of policy, procedure and relevant legislation when managing client requests for information or assistance, assessing often complicated issues. The incumbent must show sound judgement when providing information and advice and must be able to determine when issues need to be referred to senior officers.

The Student Finance Administrative Officer must have a comprehensive knowledge of University Fees and Charges Statutes and associated Regulations and must have a working knowledge of the Higher Education Support Act (HESA) and the Educational Support for Overseas Students Act (ESOS). A sound knowledge of accounting requirements, University financial procedures and the financial management system is also required.

Training and qualifications

Completion of a diploma level qualification with relevant work related experience, or completion of a Certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education and training.

Position/Organisational relationships

The Student Finance Administrative Officer will be required to communicate effectively with administrative and academic staff as well as Partner Providers staff in performing the duties of the position. The position is required to follow established procedures and guidelines in interacting with all levels of the University community and externally with customers including Partner Providers.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a diploma level qualification with relevant work related experience, or completion of a Certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education and training.

2. Demonstrated administrative capabilities, including the processing of financial transactions and the ability to demonstrate accuracy and attention to detail
3. Sound knowledge of financial processes, advanced numeracy skills and the ability to undertake reconciliations.
4. Excellent interpersonal, written and verbal communication skills. Demonstrated customer service skills together with a demonstrated ability to communicate effectively and provide accurate advice to internal and external stakeholders and ability to deal with people from diverse backgrounds.
5. Strong organisational and time management skills, including the ability to prioritise competing work demands and meet tight deadlines.
6. Demonstrated ability to perform tasks as required with reference to relevant policy, procedures or processes within agreed timeframes.
7. Demonstrated ability to use initiative and exercise sound judgement and problem solving skills to provide informed advice and assistance to a broad range of clients.
8. Demonstrated ability to work effectively both in a team environment and independently.
9. Demonstrated knowledge and proficiency in using a range of software packages including MS Office, large information databases and IT application. Extensive experience with MS Excel with demonstrated skills using a range of functions.
10. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.