



501 East 38th Street  
Erie, PA 16546

814-824-2000  
800-825-1926  
[mercyhurst.edu](http://mercyhurst.edu)

## Student Financial Services Representative

**Location:** Erie  
**Department:** Student Financial Services  
**Reports To:** Assistant Director of SFS  
**Full/Part Time:** Full time  
**Classification:** Non-exempt

### POSITION SUMMARY

The Student Financial Services Representative is a key member of the SFS staff and provides superior customer service to a highly diverse population including students, parents, faculty, staff, and the public in a fast paced, high volume “one stop shop” environment. The primary responsibility is to advance the department’s mission of providing quality service to students so that they can be provided with every opportunity to obtain and receive funding to support their educational costs at Mercyhurst University.

Services include but are not limited to financial aid and student account inquiries, payment processing, disbursements, refunds, and third-party billing.

### DUTIES AND RESPONSIBILITIES

- Provide customer service activities in person, by telephone, email, and IM in a fast paced, high-volume setting.
- Ability to provide detailed information related to the application process and administration of federal, state, and institutional financial aid funding, student billing, and disbursement of funds.
- Ability to analyze, interpret and follow federal, state, and institutional regulations and guidelines in administering federal, state, private, and institutional student aid and scholarship programs.
- Manage the Student Service Counter and maintain supply of forms and informational materials.
- Process tuition and scholarship payments accurately and timely.
- Process student account charges and credits into Colleague Ellucian and/or other appropriate data systems.
- Prepare, communicate, process, and reconcile third party billing.
- Monitor payment plans and budgets for accuracy.
- Assist in office mailings.
- Support director, assistant directors, and other office personnel by preparing reports, coordinating, and scheduling events, and by providing clerical support and assistance when necessary.
- Provide administrative support for various student aid programs as needed.
- Schedule meetings, prepare agendas, and take meeting minutes when appropriate.
- Perform other related duties as assigned.

## EDUCATION AND EXPERIENCE

disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

**Candidates must be currently eligible to work in the United States**