

Sample Job Description

Department Information

Department Name: Financial Aid and Scholarships
Supervisor SSO: janedoe
Supervisor First name: Jane
Supervisor Last name: Doe
Title: Student Support Specialist II
Email: janedoe@umkc.edu
Telephone: (816)235-0000

Job Information

Aid Term: Fall/Spring
Job Title: Customer Service Assistant
Pay Range: \$8.00 to \$9.25
Weekly Hours: 15

Weekly Work Schedule:

“Students will work approximately 10-15 hours/week. We will work around your class schedule to set your hours each week throughout the semester. Preference will be given to students who can work between 11am and 2pm each day.”

OR

“12-15 hours per week; Monday- Friday 8:00am to 5:00 pm”

Job Category: Administrative/Customer Service (*one of seven options*)

Essential Duties May Include:

(This section auto-populates according to the Job Category you selected above—for the Administrative/Customer Service example this is the populated essential duties)

Identify needs of individual and appropriately assist with questions or concerns at front desk.
Politely greet students and guests to provide quality customer service; Answer phones.
Assess questions; offer solutions or additional resources such as a manager to assist.
Demonstrate professionalism in a confidential setting.
Implement existing/new tasks, projects and/or ideas with accuracy and enthusiasm.
Promote services by serving as a representative through conversations with fellow students.
Data entry, mailing and other clerical duties as assigned.
Open/Close office responsibilities as needed.

Additional Duties May Include:

The qualifying candidate will assist full-time staff with various projects including:

- Scanning and linking incoming documents into Image Now System
- Filing incoming documents
- Verification
- Stuffing envelopes
- Other clerical duties
- Politely assist incoming students with financial aid questions and concerns

Transferable Skills (Check all that apply)

Select All Transferable Skills

- Ambition
- Communication
- Cooperation
- Courtesy
- Customer service
- Initiative
- Innovation
- Integrity
- Judgment
- Organization
- Problem-solving
- Professionalism
- Project Management
- Reliability
- Teamwork

Additional Qualifications and Skills:

This position is open to students of all academic majors. However, students from these areas of study might be particularly interested in this position: Communication Studies, Psychology, and Business.

Physical Effort:

Minimal Physical Effort (General Office Duties)

Level of Experience Required:

0 to 1 year experience

Level of Supervision Exercised:

Under immediate supervision: Work checked at frequent intervals

Customer Service Interactions:

Very frequent levels of contact involving explanation and problem solving

Assignment Types:

One task at a time that usually can be completed within a few hours

Confidential Information Access:

Required

Exposure to Hazardous Materials:

No

If you answered YES to Exposure to Hazardous Materials please describe: N/A

Additional Comments:

Looking for students who are eager to learn and willing to help their peers. This job requires excellent customer service and attention to detail. For more information about our office and policies please visit our website www.sfa.umkc.edu.

How to Apply:

Email Jane Doe at janedoe@umkc.edu with resume attached.

If you receive an out of office email, please forward emails to finaid@umkc.edu

Position Active:

Yes