



Position Title: Administrative Assistant to Student Accounts

Department: Student Financial Services

Reports to: Student Accounts Manager

Category: Non-Exempt

Appointment: Half-Time, Hourly

POSITION SUMMARY:

The Administrative Assistant to Student Accounts works directly with the Student Accounts Manager to coordinate administrative needs for Student Financial Services. This person serves as the primary contact for students, parents, and alumni with questions regarding Student Accounts. This position reports to the Student Accounts Manager.

ESSENTIAL TASKS:

- Assist the Student Accounts Manager in administrative and financial duties, including: answer incoming calls, respond to emails, provide information to students, parents, and alumni, direct calls, respond to inquiries regarding departmental matters, providing specialized information regarding policies, procedures, rules and regulations.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.
- Perform secretarial duties to include filing, data entry, word processing, composing letters, reports, and proofreading all work to ensure accuracy.
- Pick-up and distribute incoming mail to appropriate personnel; prepare outgoing mail.
- Communicate with other departments as necessary to ensure accurate responses to student financial inquiries.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Other tasks related to Student Financial Services, as needed.

KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; interpret and apply these guidelines correctly in various situations.
- Knowledge of general office procedures and office filing systems.
- Performs with a high degree of accuracy and detail-orientation
- Ability to handle confidential material judiciously.
- Ability to organize and coordinate functions and tasks, with frequent interruptions.
- Ability to establish and maintain positive working relationships with other employees.
- Ability to communicate effectively with a variety of people, including students, employees, faculty, and the general public.
- Knowledge of the Family Educational Rights and Privacy Act (FERPA).
- Working knowledge of Microsoft Suite
- Technological aptitude and excellent customer service skills are essential.

EXPERIENCE AND EDUCATION:

Bachelor's degree and administrative experience preferred.

PHYSICAL REQUIREMENTS:

Must be able to climb steps, lift files and boxes weighing up to 25 pounds

APPLICATION PROCESS:

A cover letter and resume, along with a completed TFC staff application should be sent to: Mary Kaye Ritchey, Director of Human Resources, at mritchey@tfc.edu. Review of applications will begin immediately, and the position will remain open until filled. The TFC staff application can be found at tfc.edu/employment. All application materials must be submitted for a candidate to be considered.

Office of Human Resources

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