

FERRIS STATE UNIVERSITY

HUMAN RESOURCES

Position Title:	Student Service Representative 4
Location:	Big Rapids (Main Campus)
Department:	61100 - Admissions
Advertised Salary:	\$19.05/hr hourly rate pursuant to the FSU and CTA/MEA-NEA Agreement
FLSA:	Non-Exempt
Temporary/Continuing:	Continuing
Part-Time/Full-Time:	Full-Time
Union Group:	Clerical-Technical Association (MEA-NEA)
Term of Position:	12 Month
At Will/Just Cause:	Just Cause
Summary of Position:	Independently perform/coordinate non-routine support functions which may focus on a specialized area of student services (such as Admissions, Financial Aid, Registration, etc.). Communicate and perform duties in a manner that provide excellent service and is responsive to customer needs.
Position Type:	Staff
Required Education:	Satisfactory completion of two years college or equivalent. The requirements listed are representative of the knowledge, skill, and/or ability required. Any equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities may be considered. Equivalency for education is two years of full-time related work experience equals one year of education.

Required Work Experience:	Four years of office experience. Experience in customer service and familiarity with state or federal regulations and banking or financial transactions.
Required Licenses and Certifications:	
Physical Demands:	<ul style="list-style-type: none"> • Office Environment • Moving • Sitting • Repetitive Movement
Additional Education/Experiences to be Considered:	<p>Knowledge of computerized student record/large database management system.</p> <p>Student services related work experience.</p>
Essential Duties/Responsibilities:	<p>Investigate, develop, recommend, implement, and/or revise University procedures relating to specific area(s).</p> <p>Serve as the "lead worker" for other staff to address questions.</p> <p>Act as "back-up" to various administrative employees.</p> <p>Serve as department liaison to work with other University employees and/or outside agencies relating to assigned area of specialty.</p> <p>Independently analyze special requests and considerations and make determination and give authorization.</p> <p>Coordinate workflow and operations as assigned.</p> <p>Routinely handle confidential information. Assist coworkers, customers, etc. with sensitive issues or decisions.</p> <p>Authorize approvals, exceptions, payments, etc. within assigned scope of responsibilities.</p> <p>May be assigned to act as departmental liaison with other University departments and external contacts.</p> <p>Perform any/all duties defined in the Student Service Representative 1, 2, and 3 position descriptions.</p> <p>Other duties may be assigned.</p> <p>Carry out responsibilities in accordance with University policies, and applicable regulations and laws.</p> <p>Maintain the confidentiality of designated information.</p> <p>Report to designated supervisor.</p> <p>Demonstrates an understanding of diversity, equity, and inclusion, especially in working relationships with students, faculty, staff and community members.</p> <p>Any other duties assigned within the position classification area.</p>

Marginal Duties/Responsibilities:	Be cross-trained in other specialized areas within the office. Assists with the Commencement activities.
Skills and Abilities:	Ability to interview, hire, direct, and train lower level employees. Communicate effectively with a diverse customer population. Meet deadlines and demonstrate excellent organization and analytical skills. Operate a variety of office machines and equipment. Perform mathematical functions and advanced bookkeeping/accounting/recordkeeping with accuracy and attention to detail. Plan, organize, and make sound judgments and decisions. Understand and maintain current knowledge of special terminology and regulations. Use computer software and mainframe programs and systems. Utilize the rules of proper grammar, correct spelling and punctuation, and proper arrangement of information. Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds.
Required Documents:	<ul style="list-style-type: none"> • Cover Letter • Resume • Unofficial Transcript 1
Optional Documents:	
Special Instructions to Applicants:	Unofficial Transcript 1 (REQUIRED): Applicants must attach a copy of unofficial transcript showing satisfactory completion of two years college, if applicable. If you do not have a transcript, please write a justification explaining how your work experience is equivalent to the required education and attach that justification in lieu of the transcript. Equivalency for education is two years of full-time related work experience equals one year of education. Transcript must include: Institution name, applicant name, date degree attained, degree awarded. Finalist will be required to submit an official transcript (if applicable).
Initial Application Review Date:	July 24th, 2023

Open Until Position is Filled?:	True
Posting Close Date:	
Contact Information:	For inquiries related to this job posting, please contact Ferris State University's Human Resources Department at (231) 591-2150, Monday – Friday between 8am and 5pm EST, or email us at fsujobs@ferris.edu .
EEO Statement:	Ferris State University, an Affirmative Action/Equal Opportunity employer, is committed to enhancing equity, inclusion, and diversity within its community. Ferris offers employment opportunities to qualified candidates seeking careers in a student-focused environment that values opportunity, collaboration, diversity, and educational excellence. Learn more about the Ferris Mission and community at ferris.edu . The University actively seeks applications from women, minorities, individuals with disabilities, veterans, and other underrepresented groups. For more information on the University's Policy on Non-Discrimination, visit: Ferris Non-Discrimination Statement .