BGSU Firelands is a 2,400 student, regional campus of Bowling Green State University. The University has nationally recognized programs and research in the natural and social sciences, education, arts, business, health and wellness, humanities and applied technologies. BGSU Firelands seeks talented individuals to join our community in Huron, Ohio, on the scenic shores of Lake Erie.

Position Summary

This position will serve as the primary contact for the office of student financial aid and student accounts. This position will assist new and continuing students, via phone, walk-in traffic, and appointments, with their financial aid and student account questions. This position will also monitor the student accounts email and at times give presentations to new/perspective or continuing students on financial aid and student account topics. This position will also be responsible for collection activities on student accounts. **Deadline to apply: June 22, 2018.**

Essential Duties, Tasks, and Responsibilities

- Assist new and continuing students with questions regarding their financial aid and student accounts. Assist students in understanding the various types of financial aid, amounts students may qualify to receive and understanding of how to complete various forms that may be needed to complete their application. Also provide assistance in understanding student’s bills, payment plan options, and requirements to maintaining good financial standing with the university.
- Assist students and parents in completing forms for financial aid. Provide one on one assistance completing the application process.
- May provide presentations to various groups, such as high school and general public financial aid night programs and classroom presentations, on financial aid and student account topics.
- Daily monitoring of the BGSU Firelands bursar email account.
- Collection of payments on student accounts.
- Scan into OnBase or send on our shuttle, documents submitted by students to our various offices in Bowling Green, while also maintaining a copy for our office through an email file.
- Run monthly collection queries and make collection calls for current BGSU Firelands students.
- Provide counsel and guidance to students who are receiving BGSU main campus fees and inform them of the tuition increase and how to prevent additional fees from occurring.

**Essential Competencies and Skills**

- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence

**Minimum Qualifications**

Six months related experience and High school diploma or GED required.

**Salary**

Classified Staff Pay Grade 25/$14.74

**Full-time, Classified Staff position available. For instructions on how to apply for this position visit** [https://bgsu.hiretouch.com/](https://bgsu.hiretouch.com/) **or contact the Office of Human Resources. BGSU. AA/EEO/Disabilities/Veterans. In compliance with the ADA Amendments Act (ADAAA), if you have a disability and would like to request an accommodation in order to apply for a position with Bowling Green State University, please call 419-372-8421.**