

Customer Service Coordinator, Student Accounts
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=221685>

Downloaded On: May. 8, 2024 7:38pm

Posted Sep. 19, 2023, set to expire Aug. 4, 2024

Job Title	Customer Service Coordinator, Student Accounts
Department	Student Accounts
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Sep. 19, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Student Services Financial Aid
Job Website	https://www.ubjobs.buffalo.edu/postings/45310

Apply By Email

Job Description

Position Summary

The [Department of Student Accounts](#) within Business Services at the University at Buffalo, is seeking to hire a Staff Assistant (Customer Service Coordinator). This position is customer service oriented and the primary duties you will be responsible for include:

- Coordinate Customer Service staffing coverage on phone and emails
- Model outstanding customer service practices
- Process Refunds of Financial Aid and Over Payments
- Training and Presentation Development

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- Public Speaking at New Student Orientations

The university seeks to recruit and retain a diverse workforce as a reflection of our commitment to serve the diverse people of Buffalo, to maintain the excellence of the university and to offer our students richly varied disciplines, perspectives and ways of knowing and learning.

Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our [benefit packages](#).

About The University at Buffalo

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our [website](#) to learn more about the University at Buffalo.

As an Equal Opportunity / Affirmative Action employer, the University at Buffalo will not discriminate in its employment practices due to an applicant's race, color, religion, sex, sexual orientation, gender identity, national origin and veteran or disability status.

Minimum Qualifications

- Associates Degree with two years of related experience. Equivalent combination of education and experience may be substituted for the degree.
- Proven ability to work in an environment controlled by federal, state, and/or institutional guidelines.
- Excellent communication (oral and written) and interpersonal skills.
- Ability to work effectively in a team environment.
- Proficient in Microsoft office software, particularly in Excel and Word.

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Preferred Qualifications

Experience with PeopleSoft Student Financial module

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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