

Student Services Representative Tufts University

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Posted May 6, 2025, set to expire Dec. 31, 2025

Job Title	Student Services Representative
Department	Student Services
Institution	Tufts University Medford, Massachusetts
Date Posted	May 6, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Student Services Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/21558?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Student Services is the first point of contact bridging academic and administrative functions and services at Tufts. Student Services provides a wide range of support, including guidance on how to pay tuition, apply for financial aid, obtain a transcript, and register for classes. Student Services leverages their service center structure in support of other student-facing departments' service needs when appropriate. Student Services collaborates with students, families, faculty, staff, and outside agencies to provide accurate and timely information, and to support the completion of university transactions, as they relate to their areas of expertise.

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What You'll Do

The Student Services Representative is the first point of contact for the Office of the Registrar, Financial Aid, Bursar, and Residential Life and Learning for the schools of Arts, Sciences and Engineering, University College, and financial services for the Fletcher School. The Student Services Representative will:

- Provide support to other student facing offices and operations when appropriate.
- Provide high-quality service via phone call and email assisting students, faculty, staff, parents, and alumni navigating a wide range of university and governmental policies and processes.
- Explain and interpret university policy and resolve questions and problems for students, faculty, staff, and parents.
- Responsible for maintaining accurate information, policies, and processes that are compliant and reflective of current practices.

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired by a Bachelor's degree OR equivalent experience in higher education or a related field and a High School Diploma/GED
- Ability to use all aspects of Microsoft Office and Zoom
- Ability to learn aspects of the Student Information Systems, Powerfaids and Transact systems that will assist in timely response
- Must become familiar with University operational calendar and information flow regarding: student records, biographical data and University policies and procedures
- Excellent organizational, communication, and time management skills
- Ability to use good judgment and discretion in handling sensitive issues
- Demonstrated ability to multi-task and not be hindered by frequent interruptions
- Accuracy and attention to detail to respond and interact with diverse populations
- Acknowledge errors in a timely and professional manner

Preferred Qualifications:

- Some college work and experience in education/higher education setting

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Special Work Schedule Requirements:

This is a hybrid role expected to be on campus at least 2 days each week.

Pay Range

Minimum \$22.10, Midpoint \$26.30, Maximum \$30.50

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact

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