



EMPLOYER WORK-STUDY REQUEST

Department Name: Bursar's Office

Supervisor/Contact Name: Sabrina Harlan/Jessica White

Phone/Extension:

Office Location: Cambridge, MA

Total number of students requested: 1

Of that number, how many are returning students: 1

Responsibilities:

The work study students are responsible for providing administrative support to Bursar full time staff assistants, assistant director, and Director of Student Accounts. This includes but is not limited to- making reminder phone calls to currently enrolled students, using the credit card machine, notating details into the Jenzabar system, assisting with student inquiries via telephone and direct contact. Mailing statements, filing, light lifting, etc.

Special Skills or Qualifications:

Experience with spreadsheets (EXCEL) is required
Experience using computers, WORD program and the internet.
Good Customer Service Skills- Clean, Neat dress, pleasant attitude and speaking voice.
Ability to troubleshoot
Ability to work in high paced environment
Ability to analyze and clarify student account information
Other duties as assigned.

Please indicate if there are special hours a student would need to be available or special physical requirements that need to be met:

There may be some weekend work during peak periods- registration, payment due date, graduation. Ability to lift up to 10lbs without issue.