

WESTERN CONNECTICUT STATE UNIVERSITY
JOB OPPORTUNITY
OFFICE ASSISTANT

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: State Employees/Exam List *
*See below eligibility requirements.

Location: WCSU Cashier's Office
Danbury, CT - Midtown Campus

Salary: \$40,901 - \$53,663

Hours: Monday – Friday, 8:00 a.m. – 4:30 p.m.*

Job Posting No: 056183

Closing Date: Thursday, February 23, 2017

The Western Connecticut State University's Cashier's Office is responsible for student billing and collection of all monies due the University, operating under the guidelines and policies set forth by the CSU Board of Trustees. The environment is energetic and very fast paced, particularly during peak billing season, with a wide variety of tasks to be performed. Inquires come via telephone, fax, email, electronic download, and in-person. Duties include, but are not limited to: responding to phone and in-person requests; processing payments, preparing daily deposit and account reconciliations, analyzing student billing and respond to student inquiries, processing payments and entering data into the Banner system; maintaining student billing files and records; knowledge of financial aid and performing related duties as required. The ideal candidate is highly organized, detailed oriented and able to multi-task with ease, has excellent customer service and interpersonal skills as well as strong verbal and written communication skills. Additionally must possess excellent keyboarding and word-processing skills and be proficient in Microsoft Word and Excel. Previous use of Banner is preferred. *Occasional evening and/or weekend work may be required.

ELIGIBILITY REQUIREMENTS: Candidates must have applied for and passed the Office Assistant exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **NOTE:** Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy. Do not submit application materials unless you meet these eligibility requirements.

SUPERVISION RECEIVED: Works under the general supervision of an employee of higher grade. **SUPERVISION EXERCISED:** May lead lower level clerical or other employees as assigned

EXAMPLES OF DUTIES: **TYPING:** Types a variety of materials in relation to other duties or as assigned; enters and retrieves data on personal computers and computer terminals. **FILING:** Sets up and maintains office procedures, filing and indexing systems and forms for own use. **CORRESPONDENCE:** Composes routine correspondence. **REPORT WRITING:** Compiles and generates recurrent technical, statistical or financial reports requiring judgment in the selection and presentation of data (format). **INTERPERSONAL:** Provides general information and referral services in response to citizen complaints or questions regarding an agency's services or authority; responds to inquiries from other work units or departments/agencies; applies agency policies and state statutes and regulations in determining case status or responding to requests for procedural assistance; may lead lower level employees in carrying out assigned clerical functions. **PROCESSING:** Maintains calendars of due dates and initiates recurring work or special clerical projects accordingly; processes a variety of documents in determining routine case status; exercises discretion in choosing appropriate follow through procedures within defined guidelines including assembling and reviewing incoming materials for accuracy, completeness and conformance to established guidelines and agency policy and procedures, verifying information through use of internal resources and contacts with sender and other work units and soliciting additional information as required by phone or form letter; processes purchase requisitions/purchase orders for subsequent action; prepares payment lists and billing invoices; receives shipments of materials and matches/verifies shipment or billing invoices against original purchase orders; maintains billing control cards, files, journals or account ledgers by posting credits, expenditures, interest, etc.; figures payments, costs, discounts and adjustments using prescribed methods and formulas; receives monies in various forms such as cash, checks and money orders and prepares for deposit; maintains inventory and orders supplies; uses a variety of automated equipment to perform job functions; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED KNOWLEDGE, SKILL AND ABILITY: Knowledge of office systems and procedures including proper telephone usage and filing; oral and written communication skills; skill in performing arithmetical computations; basic interpersonal skills; ability to perform a full range of clerical tasks; ability to operate office equipment which includes personal computers, computer terminals and other electronic automated equipment; ability to operate office suite software; ability to schedule and prioritize workflow; ability to read and interpret complex instructions.

GENERAL EXPERIENCE: Two (2) years' general clerical work experience. **SUBSTITUTION ALLOWED:** College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience.

NOTE: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

APPLICATION INSTRUCTIONS: Eligible candidates must submit a cover letter, which includes the contact information of three (3) current professional references and a resume as one (1) Word document or PDF. Submit via email to: hrpositions@wcsu.edu. Do not submit the cover letter in body of the email. Do not submit the state application. In subject line of email reference: Your Last Name #056183 Office Assistant. Your email with the one attachment must be received no later than **Thursday, February 23, 2017** in order to be considered. Late applications will not be accepted. **BE SURE TO READ THE ABOVE ELIGIBILITY REQUIREMENTS BEFORE SUBMITTING YOUR APPLICATION MATERIAL.**

In accordance with BOR CSU System policy, all candidates for employment at Western Connecticut State University are subject to a pre-employment background investigation, including criminal background check, federal sanctions, and reference checks. Selection for employment is contingent upon satisfactory completion of the background investigation.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.