

# Service Representative

**PED 14**

## **JOB SUMMARY:**

Under the direction of the immediate supervisor, performs duties related to admissions and registration & student accounts. Provides information and explanations concerning programs, policies and procedures. Processes admission applications, registrations, transcript requests and activities related to student account fee payments. Maintains files and records and resolves related problems.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

1. Provides general and detailed information concerning University programs and policies. Advises others concerning admission and registration and student account procedures. Ensures distribution of information packages, letters and forms & applications.
2. Processes documents related to admissions, registration and placement tests. Assesses eligibility according to established guidelines. Prepares acknowledgement and decision letters.
3. Maintains and updates records and files. Sorts, codes, enters and verifies information. Ensures the accuracy and completeness of information. Investigates and follows up on discrepancies. Consults appropriate documentation or resource persons in order to obtain and provide information. Resolves problems. Refers complex problems to resource persons.
4. Explains and demonstrates the use of computerized information systems such as an automated registration system & student accounts system. Provides assistance in completing various forms.
5. Initiates others in unit activities. Follows up as appropriate.
6. Receives and follows up on matters related to student account fee payments. Processes requests for transcripts and letters of attestation. Produces ID cards & Health Cards.
7. Prepares documents such as lists and reports.
8. Maintains inventory of materials and supplies for unit.
9. Uses standard office equipment such as computer and photocopier.
10. The list of duties and responsibilities outlined above is representative and not a complete and detailed list of tasks, which may be performed by an employee whose position has been matched to this generic job description.

## **EDUCATION AND EXPERIENCE:**

DEP (Secretarial/Office Systems)  
Three (3) years` related experience