



# Now Hiring!

## Job Summary:

The Student Support Specialist will initially support and report directly to the University Director of Student Enrollment Support and then eventually will report directly to a Student Support Supervisor on the Directors team. As the university develops an integrated student service shared services organization (SSO), the duties of this position will include supporting student accounts, financial aid, and registration-related questions and concerns throughout the university.

### (2) Full-Time Openings

**Location:** Washington, DC

**Salary:** \$50k- 60k annually

**Schedule:** M-F, 8:30am -5:00pm

\***Full Job Description can be found on the Maryland**

**Workforce Exchange (MWE)**

<https://mwejobs.maryland.gov/>

**Search by Job Order # 1405716**

## Student Support Specialist



### Specific Duties & Responsibilities:

- Serve as the first point of contact for student enrollment services, specifically financial aid, registration, and student accounts, to the university community in a new shared services organization.
- Provide exceptional customer service to all Johns Hopkins University constituents including students, internal staff and faculty, external stakeholders, parents, sponsors (third party payers), and all parties in contact with the university.
- Provide general information to solve issues related to financial aid, registration, and student accounts.
- Liaise with the contracted call center staff and university operational staff in support of front-line issues and troubleshooting.
- Manage the student case management queues in the Salesforce database to ensure timely triage, escalation, resolution, and processing of incoming cases.
- Execute ongoing communication with students, parents, and staff while maintaining high-level customer satisfaction in all digital modalities, including via email and phone.
- Counsel, advise, investigate, problem-solve, and resolve issues from current and former students, parents, faculty, staff, sponsors, and other third parties.
- Explain financial aid packages and eligibility for institutional and federal aid awards and give helpful instructions on using financial aid self-service tools to students and parents.
- Provide payment details, account information, and helpful instructions on using student account self-service tools to students and parents.
- Provide registration details and give helpful instructions on using registration self-service tools to students and parents.
- Perform other duties as assigned.