



# Example of Office Representative Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is looking for an office representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for office representative

- Ability to perform basic accounting and handling large sums of cash and checks
- Provide individual customer service to answer student questions regarding account activity including account payments, balances, reconciliations, corrections to student's accounts, 1098T and tax reporting inquiries, and repayment and reconciliation if Federal Perkins Loans
- Assist students, families, and departmental personnel with inquiries in person, over the phone, and via email
- First point of contact for all Federal Perkins Loan repayment inquiries
- Taking complete and accurate messages
- Scheduling mutually acceptable appointment times utilizing an electronic practice management system
- Handling, routing, pick-up and delivery activities of mail operation
- Receive, sort, and deliver all incoming mail & packages
- Ensure mail and packages are received to assigned floors and within established time frames
- Wrap, seal, weigh, affix postage and dispatch all outgoing mail/packages in accordance with postal regulations

## Qualifications for office representative

- Ability to perform complex functions of various equipment and systems (fax,

- Frequent contact with individuals representing other departments and/or outside organizations
- Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or confidential in nature
- Or an equivalent amount of experience in a high-volume customer service role in another
- Mail Services, Shipping & Receiving w/Hospitality experience a plus
- Ability to work all shifts including Weekends as necessary and/or required