



Job Description – Teller

Department: Finance

Reports to: Bursar

Position Summary

The Teller will be responsible for providing customer service assistance to students; answer telephones and take messages; compute and collect fees; disbursing petty cash; maintain related records, as well as support the Bursar in all the responsibilities of the position.

Responsibilities

- Responsible for processing cash fund, including but not limited to, receiving collectibles, disbursing and balancing daily petty cash funds, and preparation of status reports.
- Collect and keep track of fees for students' events and process students' reimbursement.
- Responsible for purchasing, preparing, managing Fapiaos and NYU Shanghai official receipts each term.
- Provide customer service assistance to students, answer telephones and take messages. Respond to general question regarding billing, tuition fees, payment processes and resolve routine problems; refer specific requests to appropriate staff member.
- Maintain and update a variety of files including confidential materials such as official receipts.
- Perform other clerical duties: photocopy and fax materials, process forms, order general office supplies, pick up/deliver and distribute mail and materials, etc.
- Provide assistance to the Bursar in all the responsibilities of the position.

Qualification

- **Required Education**
Bachelor or above
- **Required Experience**
Minimum 1-2 years full-time experience working in an Accounting office.
- **Required Knowledge, Skills, and Abilities**
 - Ability to provide good customer service
 - Good communication in English and Mandarin
 - Proficient computer skills (MS Office and Finance software)