



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Customer Support Advisor

Department/Division: Finance

Accountable to: Customer Support Manager

Job Summary: The post holder will form part of the Fees, Income and Credit Control (FICC) operational team. CSA's are required to support all internal and external stakeholders requests across its service portfolio:

- FICC annual Objectives
- Payment Acceptance Strategy (PAS)
- Student Fees Policy
- Credit Management Policy
- FICC Service level agreements
- Credits and refunds policy

The post holder's key responsibilities are to:

- Support all aspects of student and customer related services within the unit
- Implement financial regulations and advise internal and external stakeholders of the principles, and procedures of these Regulations.
- Assist with delivering the units objectives relating to Fees, Income and Credit Control
- Ensure guidelines around Payment Acceptance Strategy (PAS) are adhered to offering advice to both internal and external stakeholders

Duties/Responsibilities

Service delivery

- Ensure that Nexum records are kept accurate and up to date
- Manage customer accounts across all ledgers within Nexum ensuring that complete and accurate records are maintained.
- Title IV U.S. Federal Loans, Private loans and Canadian provincial loans
- Perform all relevant compliance, accuracy and evidence checks of applications within tight deadlines
- Authorise and enter applications directly on to US loans system to create loans
- Check cost of attendance before authorising private loans
 - Sales invoice requests and amendments
 - Online Store requests



- Credit and refund requests
- Providing advice to students and making decisions on payment plan length.
- Financial account reconciliation
- Recording information in Nexum (CRM) of customer queries from phone, one-to-one and drop-in sessions.
- Deal with complex queries in relation to all FICC related activity and associated queries through email, face to face or on the telephone
- Responsibility for completing any activity allocated via Nexum, Issue Trak and SharePoint, or any other system in operation within the unit.

Communication

- Acting as first point of contact for all queries in relation to customers and providing accurate information and advice to customers in the following areas:
 - Professional and Career Development Loans (PCDL's)
 - Fee loans via the Student Loans Company(UG & PG)
 - Title IV U.S. Federal Loans: Determine the eligibility of the student and verify the Direct Lending Loan application
 - Private loans
 - Any other relevant source of funding as advised by Customer Support Manager
- Prepare for and actively participate in FICC team meeting/project meetings
- Contribute to the customer service team planning process
- Answer queries from customers in line with customer service protocols via telephone, email and face-to-face through the Fees Drop-in Sessions
- Liaising with external contacts such as Student Loans Company, US Federal Agencies pertaining to Direct Loans
- To escalate complaints to Customer Service Manager and to participate in investigations

Liaison and Teamworking

- To work as an effective member of the Fees Income and Credit Control Team
- To work with the Customer Service Manager and wider Finance Division teams.

Initiative and Problem Solving

- To be proactive in developing solutions to administrative and logistical problems

Decision Making

- Prioritising tasks at busy times

- Making prompt decisions in response to student queries and requests with awareness of and consideration for the potential consequences of these decisions
- Any other duties as assigned by FICC Management

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Equality and Diversity

LSE believes that equality for all is a basic human right. We actively encourage diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.