**Student Appeals Officer Assistant**

**General Duties**

Present a positive and professional image of the university at all times

Position will be responsible for assisting the PSS Appeals Officer including:

* Responding to emails received from Parking.Appeals@nau.edu and ask.parking@nau.edu
* Initiating appeal requests received via mail, email or in person and entering into T2 software
* Assisting with 2nd level Hearing Board by making copies, notifications, set up, etc.
* Scanning documents and add to parking account
* Processing appeals credit using PeopleSoft
* Maintaining files
* Answering questions from the general public, staff, and students in a knowledgeable and clear manner
* Instructing customers on how to submit an appeal for all appeals levels
* Scheduling appointments for the Appeals Officer and coordinate appeals board requests
* Reviewing website for accuracy and changes
* Performing other duties as assigned.

**Minimum Qualifications**

* Ability to provide exemplary customer service
* Ability to communicate clearly and concisely
* Ability to relay details accurately.
* Ability to determine priorities and handling high pressure situations
* Ability to type with high accuracy
* Have a minimum 2.0 GPA and be able to maintain it
* Current driver’s license with two years driving experience

**Preferred Qualifications**

* Skill in use of personal computer/software
* Ability to effectively communicate

**Knowledge, Skills and Abilities**

* Customer service oriented
* Ability to problem solve
* Ability to be a team player
* Ability to work effectively with people from a variety of culturally diverse backgrounds
* Ability to multitask
* Willingness to be cross-trained
* Knowledge of parking rules and regulations in order to relay information accurately
* Skill in the use of telephone, internet, and other computerized equipment used by department

**Mandatory Events**

* Beginning of the semester trainings (held in August and January)
* Commencement (held in December and May)