



Tertiary Scholarship & Loans Board

“Building a Smarter Fiji”

JOB DESCRIPTION – ASSISTANT LOAN ADMINISTRATION OFFICER

IDENTIFICATION

Position Title: Assistant Loan Administration Officer

Position Number: TSLB 11

Location: Suva

Category: Staff

Reports to: Manager Student Services

Supervised by: Manager Student Services

KEY ACCOUNTABILITIES

- Receive and consider applications for schemes administered by TSLB
- Log all applications received for accountability
- Assist in processing new applications; scrutinize all documents and details submitted and use discretion to make decision on arduous applications
- Process tuition fee payments for all sponsored students
- Process student allowances for all sponsored students upon receiving enrolment reports from respective HEI's
- Provide guidance and informed explanations on bond forms, offer letters
- Check 100 percent accuracy of bond forms and offer letter
- Receive and consider request for change in particulars/program/majors/minors/HEI/Campus, Reinstatement of students and extension of studies
- Make robust decisions on queries and complaints from stakeholders in accordance to the TSLB Act 2014
- Creating and indexing all sponsored student files
- Generate data to facilitate requests from relevant stakeholders
- Assist in producing categorization lists for dispatch to the HEIs
- Prepare allowances with utmost accuracy
- Ensure allowances are released as scheduled
- Receive and acknowledge enrolments reports from HEIs
- Manifest a high degree of professionalism in responding to emails
- Exhibit a high level of complexity in addressing daily customers
- Percolate examination results received from HEIs by examining individual student performances
- Prepare requisitions upon receipt of invoices from HEIs
- Account for and keep record of all actions taken on a daily basis
- Contribute to the daily assessment of a day's work for further improvement
- Liaise directly with the respective institutions with regards to individual student information to assist with student query assessment
- Possess the relevant attitude in maintaining good relationships with HEIs and important stakeholders for accessibility.

Key Competencies

- Organizational and planning skills
- Communication skills

- Information gathering and monitoring skills
- Problem analysis and problem solving skills
- Initiative
- Confidentiality
- Team member
- Attention to detail and accuracy

Qualification and Experience

Bachelor's Degree in Commerce (Accounting, Economics or Finance). Work experience in customer services will be advantageous.

Salary Bracket

\$14,670-\$22,004