



**WINGATE UNIVERSITY**  
**Position Description**

**Position Title:** Communications Counselor, Office of Financial Planning

Founded in 1896, Wingate University is a private, comprehensive institution offering students active learning opportunities through personalized instruction, world travel, career discovery, faith development, and community service. Wingate University is a residential university with a liberal arts core located near Charlotte, North Carolina. More information about the university may be found on our website: <http://www.wingate.edu>

**FLSA Classification:** Hourly, Non-Exempt Staff, 12-month position

**Primary Duties and Responsibilities:**

The Communications Counselor will provide financial aid services to prospective / current students, parents, staff and faculty. Duties include:

- Serves as the receptionist and primary customer service representative for the Office of Student Financial Planning.
- Responsible for office communications to include letter generation, mailings and FA Office general email account.
- Document management and filing.
- Maintain office supply inventory, generating supply orders.

**Qualifications:**

- Associate Degree or three years of direct customer service experience required
- Demonstrated ability to interact positively with diverse groups of people with various backgrounds and interests
- Demonstrated excellence in written, oral, and interpersonal communication skills
- Excellent computer skills
- Working knowledge of, and experience in, Microsoft Office suite of applications
- Ability to work in a fast-paced, high-volume and confidential service environment while providing exemplary customer service
- Ability to learn new concepts and adapt quickly to change
- Effective organizational skills, ability to multi-task.
- Ability to work with confidential information in a professional manner

Please send a letter of interest, resume/CV, and contact information of three references to [hr@wingate.edu](mailto:hr@wingate.edu).

**EQUAL OPPORTUNITY EMPLOYER:** Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person's race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act and its amendments. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability or veteran status.