



JOB TITLE: Student Accounts Officer
DEPARTMENT: Student Financial Services
SUPERVISOR: Director of Financial Aid
FLSA STATUS: Non-Exempt

MAJOR PURPOSE:

To perform various functions with student accounts and to provide high-level customer service to students of online programs at William Jessup University. The position is demanding and requires a high degree of patience, initiative and self-management to respond to the range of functions and tasks required while maintaining a friendly and professional manner at all times. This position is on-campus and in person but currently has options for part time remote work.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates the Business Office role in student registration including the preparation of student contracts, notification of payment due dates and payment options, and collection of fees. This requires one-on-one counseling, telephone and email communication, and preparation/review of printed materials
- Communicates clearly, effectively, and professionally through all communication channels with various offices including the Financial Aid department to resolve registration and other issues affecting student accounts
- Provides accurate and timely student account information upon request.
- Collects tuition payments according to the payment method selected
- Apply the tuition payments in a timely manner--24 hours from date of receipt--to student accounts and prepare the deposit transmittal form
- Post batches to student accounts of all financial aid that is received from the Financial Aid Department as well as other batches in CAMS Enterprise
- Applies late payment and returned check fees to appropriate student accounts in accordance with policies established by the University
- Follows up with students regarding delinquent accounts, late fees, and financial holds
- Computes and prepares the check request for student refunds in accordance to federal policy
- Performs other duties as assigned

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:

Bachelor's degree in Business, Finance or Accounting; or an equivalent combination of education and experience

REQUIRED KNOWLEDGE/EXPERIENCE:

- At least 1 year of experience in accounts receivable (higher education experience preferred)
- Proficiency in Microsoft Excel, Microsoft Word and Google applications preferred
- ERP system (CAMS Enterprise preferred) and procedures of student accounts
- Knowledge of FERPA and Title IV programs preferred

SKILLS/ABILITIES:

- Excellent verbal and written communication skills
- Strong interpersonal and customer service skills, effectively relating well with others including coworkers, faculty, staff, students, parents, and alumni
- Strong attention to detail, excellent organizational skills and ability to effectively prioritize work to meet deadlines
- Critical, analytical, and creative thinking to identify and solve problems
- Ability to work effectively both independently and as part of a team and have a strong understanding of the theoretical and practical components of the position apart from just being familiar with performing assigned tasks

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date