Title: Student Accounts Assistant

Function: Under the broad supervision of the Senior Director of Student Financial Services and the direct supervision of the Assistant Director SFS – Student Accounts performs all aspects of the non-current billing cycle, major aspects of the School of Graduate and Professional Studies, assists in the undergraduate student billing cycle and works with third party collection agencies.

Description of Duties and Tasks:

Essential Responsibilities:

1. Performs all aspects of the Non-Current Student billing cycle. Including identifying non-current students, mailing and emailing invoices and providing customer service.

2. Monitors all non-current student accounts for payments and requesting write-offs as warranted

3. Provides transcript and diploma clearances to Registrar’s Office for noncurrent students.

4. Works with third party agencies to locate non-current students and update account records.

5. Coordinates all aspects of the billing functions including but not limited to: create and print bills, update billing file with current costs and any new charges annually, prepares accounts for rollover at semesters end for the School of Graduate, Professional and Extended Studies.

6. Coordinates with Assistant Director SFS – Student Accounts on the billing with all other offices (Controller’s Office, Registrar, Library, Graduate Education, Graduate Music) ensuring all fees and charges are accurate and timely.

7. Works with Assistant Director SFS – Student Accounts on accounts receivable process to ensure compliance with federal, state, and institutional regulations.

8. Assists Assistant Director SFS – Student Accounts as needed with all aspects of the undergraduate billing cycle.

9. Performs some of the responsibilities of the Assistant Director SFS – Student Accounts in their absence, in regards to the billing cycle and the College’s Jenzabar system.
10. Develops a thorough understanding of the policies and procedures of Student Financial Services, including federal, state, and institutional regulations and guidelines, in order to interpret and apply them fairly.

11. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities**

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills, and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Strong interpersonal skills.

3. Strong quantitative abilities.

4. Superior organizational skills.

5. Excellent written and verbal communication skills. Willingness to seek answers for families and communicate those firmly and politely.

6. Ability to gain sound understanding and detailed working knowledge of federal, state, and institutional aid and accounts receivable regulations and procedures.

7. Ability to gain sound understanding and detailed working knowledge of College’s Jenzabar, PowerFAIDS and CashNet systems. Willingness to learn new software as implemented.

8. Ability to exercise critical human relations skills in establishing and maintaining effective working relations with those in the Gordon College community.

Position Code:
Grade: 3
FLSA Status: Non-exempt