

Job Posting



Position	Department	Reports to	FTE	FLSA Class
Student Accounts Coordinator	Student Services Hub	Dean, Student Services Hub	1.0	Non-Exempt

Grace College and Seminary welcomes diversity, and makes employment opportunities available to all applicants and employees without regard to race, color, pregnancy, age, ancestry, national origin, disability, citizenship status, military status, genetic information, or any other legally protected category.

Scope of Responsibilities:

This position is responsible for overseeing student accounts, handling student loan information for graduating or non-returning students, and providing financial/administrative support for the Dean. This position is also responsible for maintaining good customer service with campus employees and external customers.

General Responsibilities:

1. Managing student accounts to include accounting, billing, outstanding balances collections and reporting.
2. Serving as liaison for the Business Office by assisting students and parents with all student account questions and issues.
3. Managing the overall and individual student account receivable functions.
4. Communicating with students and parents with regard to student account procedures, expectations and issues.
5. Preparing information and reports pertaining to student accounts, receivables, and bad debt.
6. Maintaining and updating student loan information for graduating and non-returning students.
7. Coordinating student account and billing with Financial Aid and other stakeholders.
8. Serving as point person for student accounts service providers.
9. Prepare and process financial billing information for academic partnership programs.
10. Assist the Dean with budgeting, processing, and financial forecasting of various academic programs.
11. Other duties as assigned by the Dean.

Qualifications:

Minimum:

1. Associate degree in Business, communications or a related field.
2. One to two years of customer service experience in a financially related field.
3. Must be able to understand basis and complex federal regulations regarding student accounts and loans.
4. Must have excellent customer service & communication skills.
5. Must be able to maintain confidentiality regarding business office transactions.
6. Proficient in MS Office Suite programs.
7. Must be able to maintain a high level of accuracy and attention to detail.
8. Desire to join and contribute to the Grace community.

Preferred:

1. Bachelor degree in Business, communications or a related field.
2. One to two years of college business office experience.

A completed employment application, resume, 2 employment references and a spiritual life reference must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at <http://www.grace.edu>, Employment. Applications are submitted by email to employment@grace.edu.

Status: Full Time, Non-Exempt

Posted: 7/13/2022