

## **Assistant Director of Student Account Services**

<b>Classification</b>	(Full-Time, 12-month, Exempt)
<b>Department/Division</b>	Business Office/Business Affairs
<b>Reports To</b>	Director of Student Account Services

### **About King's**

King's College is a Catholic institution of higher education animated and guided by the Congregation of Holy Cross. King's pursues excellence in teaching, learning, and scholarship through a rigorous core curriculum, major programs across the liberal arts and sciences, nationally accredited professional programs at the undergraduate and graduate levels, and personal attention to student formation in a nurturing community.

We offer competitive total rewards, tuition remission for employees and their dependents, 403(b) plans, and generous paid-time-off and holidays. Our culture is driven by our commitment to our mission, our community and our friendly, knowledgeable faculty and staff.

### **EEO Statement**

King's College does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factors. We celebrate diversity by fostering a welcoming and inclusive environment where each member of King's College feels respected with a sense of belonging.

### **Job Function**

This position is responsible for financial aid disbursements, payments, refunds, and third-party billing. Serves as a customer service contact for students, parents, and third parties for all billing, and payment matters. Must provide a high level of service and responsiveness, build, and maintain effective working relationships with colleagues across a variety of divisions and departments to ensure student and institutional needs are attended to.

### **Essential Elements**

1. Provide technical assistance to students, staff, faculty, and the public regarding fee assessments, accounts receivable policies and procedures on payments, billing, refunds and collections; general assistance on academics, registration, financial aid disbursement procedures, operational hours, payment plans, 1098T tax forms and College policies.
2. Oversee international student accounts, including the processing of financial documents, invoicing, and account reconciliation.
3. Manage third-party billing for graduate education cohorts.
4. Audit student accounts to ensure timely and accurate refunds, keeping in line with Title IV regulations.
5. Assist with contacting and notifying students regarding unclaimed refunds and stale dated checks.
6. Research discrepancies with student accounts, conferring as needed with financial aid and registrar staff, faculty, students, and parents.
7. Perform cashiering functions for student accounts including balancing daily receipts and credit card transactions as well as preparing daily cash and check summaries and reporting of daily operations.
8. Assist additional College offices by providing ad hoc reports.
9. Aid students and the public regarding College billing and refund policies, institutional and FERPA confidentiality regulations, and Federal Title IV cash management regulations.
10. Serve as back-up to the Director of Student Account Services function as needed.

### **Required Skills, Training, and Experience**

- The individual will have a bachelor's degree in accounting, Business, or related field.
- Preferred 3 to 5 years of relevant experience including accounts receivable administration.
- Strong analytical and organizational skills.
- Ability to work well in a team environment; establish and maintain effective working relationships with co-workers, faculty, staff, students, vendors, and the public.
- Higher Education experience preferred with a strong knowledge of federal and state financial aid regulations.
- Experience with Microsoft Office products and strong Excel skills required.
- Experience with Ellucian Colleague and Touchnet a plus.

### **Physical Conditions**

Typical office working conditions. Fast paced, high-energy environment Prolonged periods of sitting at a desk and working on a computer and telephone. Typical schedule is Monday-Friday 8:30-4:30

**Interested candidates: Please submit cover letter and resume with salary requirements to [hrjobs@kings.edu](mailto:hrjobs@kings.edu).**

**Internal candidates please submit your resume to [hrjobs@kings.edu](mailto:hrjobs@kings.edu) by 5/17/2023.**