

Job Description

Position Title	Student Accounts Advisor		
Business Unit	Student Finance	Status:	Full-Time Exempt (Salaried)
Reporting to	AVP for Student Finance	Salary Range:	To be determined

Background	<p><u>University Overview</u></p> <p>Founded in 1893, Southwestern Adventist University is a 501(c)(3) faith-based institution located in Johnson County, Texas. As the only four-year degree granting university in the county, Southwestern Adventist University is an important community stakeholder that links education with action by building knowledge, increasing faith, and providing service.</p> <p><u>University Vision</u></p> <p>Southwestern Adventist University seeks to be a community that supports academic, spiritual, physical, and emotional wholeness encouraging all members to find their purpose and lead lives of service</p> <p><u>University Mission</u></p> <p>The University's Mission statement is "Inspiring knowledge, faith, and service through Christ-centered education."</p>
Position	<p>The Student Accounts Advisor oversees and manages student account activities including tuition and fee billing, accounts receivables, external billing, payment plans, credit balance refunds, 1098-T's. Ensuring correct billing is processed, and communicating all aspects of student accounts with students, parents and key stakeholders in a clear easy to understand. Must be a detail oriented. The individual is also responsible to assist the Student Account Manager with managing student balances. Lastly, this individual strives to ensure that students and/or parents experience excellent service and understand their student account bill.</p>

Responsibilities

- Responsible for the operation, accuracy, and oversight of student accounting processes, including billing, refund requests, payment plan administration, filing, and communicating payment options and deadlines.
- Provide financial counseling for parents and students regarding payment options and payment plans with the authority to negotiate special payment arrangements.
- Using clear and understandable communication, must ensure all problems and questions from students and/or parents regarding student finances are resolved in a timely manner regarding student account matters.
- Responsible to ensure all students make financial arrangements prior to starting classes.
- Responsible to maintain compliance with internal policies and procedures and governmental regulations. This requires the ability to comprehend and apply professional judgment in interpretation of regulations.
- Coordinate general collection outreach efforts via email, mail, phone, and other emerging communication technology platforms to minimize the bad debt expense incurred by the University.
- Compile data and assist with the assembly of 1098-T IRS forms.
- Maintain the collection process for delinquent accounts. Determine when such accounts need to be turned over to a collection agency.
- Follow procedures for dealing with students who have paid with checks from a bank account with insufficient funds.
- Perform any other duties as requested by the Assistant Financial Vice President for Student Finance.

Supervision requirements

- Assists supervise Student Workers

Requirements	<p><u>Minimum</u></p> <ul style="list-style-type: none"> ▪ Must have a strong commitment to Jesus Christ, the teachings and mission of the Seventh-day Adventist Church, be a member of the Seventh-day Adventist church in good and regular standing, and have a desire to serve in a cooperative, spiritually redemptive, and soul-winning atmosphere. ▪ Bachelor’s degree in business management or related field, or equivalent experience. ▪ Be willing to work some evenings. <p><u>Other Requirements</u></p> <ul style="list-style-type: none"> ▪ Effective verbal and written communication skills. ▪ Excellent interpersonal and negotiation skills. ▪ Organizational skills and attention to detail. ▪ Time management skills with a proven ability to meet deadlines. ▪ Strong analytical and problem-solving skills. ▪ Ability to adapt to the needs of the department. ▪ Ability to work with a team. ▪ Ability to prioritize tasks. ▪ Proficient with Microsoft Office Suite or related software. ▪ Experience with compiling and analyzing data. <p><u>Preferred</u></p> <ul style="list-style-type: none"> ▪ Prior experience in an accounts receivables environment. ▪ Prior experience with Ellucian Colleague. ▪ Prior experience in customer service. ▪ Spanish Speaking.
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This job description is not intended to be complete or limiting – the role will require a proactive and flexible approach to be successful.

Southwestern Adventist University complies with applicable state and local laws governing non-discrimination in employment. This applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.