

Student Account Coordinator

Shorter University is seeking a motivated candidate to fill the position of Student Account Coordinator. This entry level accounting position is responsible for handling all incoming accounting related questions and concerns for Shorter University students currently enrolled. Candidates should be available to work Monday through Friday from 8:30 a.m. – 5:00 p.m., as well as occasional overtime when required.

The mission of Shorter University is to provide quality higher education, enabling and encouraging student commitment to active life-long learning, personal spiritual values, responsible citizenship, and community and societal leadership in a global context. Shorter University strives to provide superior academic programs, a strong student focus, and services delivered with integrity and accountability. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and in accordance with our core values.

Job duties include:

- Handles all incoming accounting-related inquiries from students/parents by telephone, email or face to face.
- Monitors student account balances using AR aging report
- Collects tuition and fee payments in a timely manner by sending monthly statements, emailing, texting, and calling students who are past due on their payment plan or have not made payments.
- Provides general information to all students regarding the transactions posted on their student account.
- Provides follow-up to students/parents inquiries within 24 hours.
- Works with the other departments as needed to ensure all issues and inquiries are handled in a timely manner.
- Calculate credit balance refunds in compliance with all Federal, State and University guidelines.
- Manages assigned accounts to ensure financial readiness of student.
- Work as a team member to complete group reports and projects.
- Prepares manual adjustments to accounts for insurance, bookstore charges, tuition and fee, etc.
- Assists with special projects as well as other duties as assigned.
- Completes necessary documentation for recipients of Perkins Loans including monitoring the signing of Perkins promissory notes, providing entrance counseling, sending University Accounting Services the information they require and providing exit counseling to debtors.
- Receipt payments through Cashnet
- Process third party billing
- Setup students on payment plans
- Complete promissory note for students as needed
- Verify payments in Cashnet agree with student statements.
- Perform end of day in Cashnet and prepare deposit for bank.
- Process collection letters and placing students with the collection agency
- Other duties as assigned

Job Requirements:

- Associate/Bachelor Degree preferred
- Excellent communication, organizational, and interpersonal skills
- Ability to professionally provide internal and external exemplary customer service
- Ability to work independently and as part of a team
- Knowledge of University academic policies and procedures
- Knowledge of Title IV and state regulations relating to student accounts
- Attention to detail and accuracy
- Strong Analytical Skills
- Problem Solving Ability
- Proficient in Excel and Word
- Knowledge of Jenzabar preferable

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Shorter University is a Christ centered university affiliated with the Georgia Baptist Convention and requires all employees to be committed Christians.

Transforming Lives Through Christ