MAJOR PURPOSE:
The Student Accounts Officer is responsible for overseeing students’ accounts, processing payments, issuing refunds, administering payment plans, and providing customer service to the students, families, and staff of William Jessup University. The position is demanding and requires a high degree of patience, initiative, and self-management in order to respond to the range of functions and required tasks in a friendly and professional manner.

PERFORMANCE MEASUREMENTS
1. Performs the Business Office role in student registration including the preparation of student contracts, notification of payment due dates and payment options, and collection of fees. This requires one-on-one counseling, telephone and email communication, and preparation/review of printed materials.
2. Employs critical, analytical, and creative thinking to identify and solve problems.
3. Communicates clearly, effectively, and professionally through all communication channels with various offices including the Financial Aid department to resolve registration and other issues affecting student accounts.
4. Provides accurate and timely student account information upon request.
5. Collects student payments according to the payment method selected.
6. Applies the student payments in a timely manner — 24 hours from date of receipt — to student accounts and prepare deposit transmittal form.
7. Posts batches to student accounts of all financial aid that is received from the Financial Aid department as well as other batches in CAMS Enterprise.
8. Applies late payment and returned check fees to appropriate student accounts in accordance with policies established by the Controller.
9. Follows up with students regarding delinquent accounts, late fees, and financial holds.
10. Computes and prepares the check request for student refunds in accordance to federal policy.
11. Works with outside agencies, such as collection agencies, Follett, ECSI, and the Department of Rehabilitation, which provide essential services to WJU students.
12. Trains and manages the Student Accounts student worker.
13. Oversees charges posted to a student’s account by other departments and works with these departments to ensure charges are posted accurately and timely.
14. Other items as requested by the Controller.

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:
• Bachelor Degree

REQUIRED KNOWLEDGE:
• Accounting/Business in a post-secondary environment.
• ERP system (CAMS Enterprise preferred) and procedures of student accounts
• Knowledge of FERPA and Title IV programs

SKILLS/ABILITIES:
• Computer knowledge and skills to utilize various programs and software for word-processing, spreadsheets, website applications.
• Skills to work with and maintain confidentially of information and materials
• Highly organized, self-motivated
• Detail oriented
• Initiative and ability to work effectively both independently and as part of a team

WORKING ENVIRONMENT:
The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principals. All employees of the University are expected to firmly support the William Jessup University statement of personal Christian faith without reservation.

WORKING CONDITIONS:
The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:
While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Date:______________________________

Employee Signature:__________________________