



Associate Director of Student Accounts

JOB TITLE: Associate Director of Student Accounts

DEPARTMENT: Business Office

SUPERVISOR: Controller

GENERAL JOB DESCRIPTION

The successful candidate will be in charge of planning, developing, managing and administering programs that support the billing and collection of tuition revenue. Review and implement processes based on proposed federal regulations as they impact the Student Accounts Office, and provide for internal controls and follow up for internal collection processes to mitigate receivable delinquency. Responsible for configuration of student systems in order to assure generation of appropriate accounting entries for post to general ledger accounts. The Associate Director of Student Accounts works collaboratively with the Business Office staff and Financial Aid Office to identify departmental needs specific to developing reporting and process automation requirements and improving the student payment experience.

The Associate Director of Student Accounts has duties and responsibilities involving the knowledge and application of university policies and procedures that require independent judgment in the determination of actions to be taken regarding student account transactions. The person in this position is responsible for the collection, accountability and deposit of all tuition, fees, loan payments, and other receivables.

MAJOR DUTIES AND RESPONSIBILITIES

Duties/Responsibilities:

- Provide planning and coordination of operational processes within the office to establish critical dates, and assure that critical processes/events have been communicated to impacted offices. Review and implement new processing methods and procedures for areas of responsibility. Provide operational consultation to new program offerings throughout campus to assure that impact to existing processes is minimized, and system mechanics for new programs are feasible and understood by all affected offices.
- Responsible for generating refunds to student accounts utilizing student information system (SIS) for direct deposits. Ensure accurate and timely cash flow between Tiffin University bank accounts in order to cover checks written in the refunding process. Authorize transfer of daily income deposits to Tiffin University. Write and authorize checks for special disbursements and circumstance outside of refunding process.
- Administer the assignment of all financial aid (federal, state, institutional) to students. Full charge of the coordination, control, assignment, and preparation of all financial aid payments as it pertains to order of application to charges on all student accounts. Responsible for providing ongoing configuration of



student systems in order to direct the coordination and control of calculating, recording, and processing student account refunds based upon University, federal and state refund policies.

- Performs daily reconciliation of cash, check, credit card and ACH transactions to Student Information System. Research and resolve discrepancies by time sensitive deadline.
- Manage posting of miscellaneous departmental charges to student accounts. Responsible for the maintenance and assessment of all special fee course charges and non-traditional programs with approved special rates.
- Ensures integrity of the University's student account billing and fee assessment.
- Manage first and subsequent paper and e-billing statements for tuition and fees on all student accounts to mitigate delinquency of student related receivables. Initiate late fee assessments and billings.
- Resolve registration problems with Enrollment Management Offices when necessary.
- Manage contract invoicing including SACM and VA.
- Set and implement policy to insure the integrity and smooth operation of the collection process in the Student Accounts office.
- Placement of overdue student accounts with collection agencies and manage the process for the timely and accurate transfer of data.
- Serves as primary liaison related to student account fee assessment and payment services.
- Serves as functional expert regarding use of all student account systems.
- Maintains responsibility for all system data entry required per semester to ensure accurate billing.
- Manages system assessment of late fees, registration holds, and graduation holds for past due accounts.
- Responsible for the delivery of accurate and timely monthly student e-billing reminders.
- Manages annual 1098-T reporting validation/review and 1042-S's.
- Exercises high level of fiduciary responsibility and control through management of key Student Account functions.
- Develops, implements, and maintains custom processes and reporting to accommodate specialized functionality for the Business Office.
- Key stakeholder involved in all aspects of system enhancements and required updates for Power Campus, Cash Net, and any other systems utilized.
- Responsible for updating the appropriate policy and procedures manuals.
- Assist Controller with internal and external auditors.
- Ability to maintain confidentiality.
- Work with Controller on efficient operations and updating policies and procedures.
- Flexibility to work during evening hours or weekends as students move in or on campus.
- Perform additional duties as required.

QUALIFICATIONS FOR THE JOB

EDUCATION: *Bachelor's degree in business, management, supervision or related field.*

Work experience in accounting, accounts receivable, banking or customer service.

EXPERIENCE: *7+ years of progressive professional experience in the operations and management of a student financial services area. Technical and functional experience of a computerized relational student data base system.*

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:



- *Demonstrated ability to clearly and timely communicate, verbally and in writing, with courtesy, sensitivity and respect and as appropriate for the needs and feelings of different people in different situations. Active listening, conflict management, and partnering skills.*
- *Customer service focus, including recognition of importance to position, ability to maintain poise and resilience, and creativity. Demonstrated ability to provide directions, information, and answers accurately, professionally, tactfully and in a timely manner. Demonstrated dealing openly and constructively with shortfalls and problems in service delivery.*
- *Demonstrated ability to inspire and foster team commitment, spirit, pride, and trust while fostering an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.*
- *Ability to build and manage workforce, and prepare, justify, and administer office/program budgets and technology based on organizational goals while focusing on results and measures outcomes*
- *Knowledge of (FERPA) Family Educational Rights and Privacy Act*
- *Proficient in MS Word and Excel skills*

PREFERRED QUALIFICATIONS:

- *Knowledge of PowerFairs System*
- *Knowledge of Power Campus*

KEY COMPETENCIES

<i>Interdependence:</i>	<i>Fosters collaboration</i>
<i>Communication:</i>	<i>Strong decision making and communication skills</i>
<i>Accountability:</i>	<i>Formulates effective and progressive strategies aligned with University mission and values</i>
<i>Respect:</i>	<i>Creates an engaging, collaborative work environment by bringing diverse people and ideas together.</i>
<i>Entrepreneurship:</i>	<i>Influences and Inspires</i>

PHYSICAL REQUIREMENTS

- *Prolonged periods sitting at a desk and working on a computer.*
- *Must be able to lift up to 15 pounds at times.*

QUALIFIED APPLICANTS

Qualified applicants should forward a cover letter, resume along with references via email to Julie Alford, Controller at tuemployment@tiffin.edu

We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests.



NONDISCRIMINATION POLICY: Tiffin University is committed to a policy of nondiscrimination and equal opportunity for employees, applicant for employment, students or applicant for admission, access to educational opportunities on the basis of race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity Commission or other human rights agencies.