

Student Account Specialist

The Student Account Specialist (SAS) contributes to the mission of Belhaven University by providing exceptional customer service in the Office of Student Accounts. The Student Account Specialist serves as the first-line support for students, parents, outside agencies, other departments and staff, in carrying out the Office of Student Account's policies and procedures. This entails speaking to students or parents in person, over the telephone and via electronic communications.

This position reports to the Director of Student Accounts.

RESPONSIBILITIES:

- Assist students and families to discuss payment arrangements and other student account related issues including establishing payment plans
- Act as liaison between Student Accounts Office and other departments to resolve account processing and reconciliation discrepancies with Residential Life, Dining, Registrar's Office and others
- Preparation of statement of accounts for students and sponsors
- Review account to determine eligibility of credit balance refunds
- Maintain complete and accurate records of all student account information including payment plans, billing, correspondence, and refunds and R2T4 calculations
- Ability to exercise good judgement in making exceptions to establish institutional and department policy and procedures
- Billing and collection of tuition and fees, room and board
- Other Duties as assigned

QUALIFICATIONS

- Demonstrated experience providing excellent customer service.
- Bachelor's degree or equivalent education with a minimum of two years higher education experience preferably in the Office of Student Accounts.
- Must fully support the University Vision, Mission, and Statement of Faith found at www.belhaven.edu/belhaven/mission.htm

REQUIRED SKILLS

- Strong organizational, analytical, and planning skills
- Excellent communication skills, both verbal and written.
- Ability to work both independently and collaboratively in a dynamic and demanding environment.
- Proven ability to manage multiple complex assignments with sensitivity to deadlines, priorities and changing circumstances.

- Demonstrated professional work ethic and positive, problem-solving attitude and troubleshooting skills
- Ability to apply general rules to specific problems to produce sound solutions

PREFERRED SKILLS

- Relevant and current Ellucian COLLEAGUE experience
- Proficiency in Microsoft Office, specifically EXCEL worksheets and formulas

APPLICATION GUIDELINES

The following items are required to be considered for the position: A cover letter, resume, list of 3 references, and a brief account (no more than 750 words) of your spiritual pilgrimage including the time and circumstances surrounding your becoming a believer in Christ and your current relationship with Christ. Please click on this link

http://www.belhaven.edu/belhaven/employment_pdfs/LetterOfEmploymentCommitment.pdf to review Belhaven University's Commitment Statement including our employee expectations. Should you receive a job offer you will be asked to sign accepting this commitment. Resumes will be accepted until the position is filled. Additional information about Belhaven University may be found at www.belhaven.edu.

Please send the above items to Arick Jamison at ajamison@belhaven.edu.