

BELHAVEN UNIVERSITY

Student Accounts Specialist

Belhaven University is an innovative and academically progressive institution built on the timeless principles of scholarship, service, and biblical truth. Since its founding, Belhaven University has sought to fulfill the mission expressed in its motto: "to serve, not to be served."

"Our Standard is Christ" is the identifier of Belhaven University because as an institution we are committed to honoring the Lord in all we do. Located in Jackson, Mississippi, we are one of America's most innovative and fastest growing private schools, serving nearly 3,500 undergraduate and graduate students. This includes the 940 traditional students in Jackson. Belhaven University was an early innovator in accelerated adult education, and have equally led the way among Christian schools in establishing robust online degree programs.

Description of Position

The Student Accounts Specialist is responsible for providing excellent customer service regarding student accounts and billing. This position is also responsible for providing financial, administrative, and some clerical services in order to ensure effective, efficient, timely and accurate administrative operations.

Responsibilities

- Analyze student accounts and assist students with questions regarding payments, third party scholarships, refunds requests, and payment plans
- Oversee the turnover to the collection agency process and monitoring of payment plans
- Assist in reconciliations and deposits
- Process third-party billing, invoices, account statements, and collection of outstanding balances
- Reconcile financial accounts related to student accounting
- Review delinquent account records and prioritize the order in which students must be contacted or re-contacted according to degree and amount of delinquency for collection of overdue accounts
- Assigns and removes financial holds on student accounts
- Assist with the incoming emails and calls for Student Accounts
- Responsible for working cross-functionally with financial aid counselors when needed, building customer relationships, and other special projects, as necessary
- Other tasks assigned by the director

This announcement covers most of the significant duties performed by the position, but does not include other work, which may be similar, related to, or a logical assignment for the position.

Qualifications

- Ability to maintain a high level of confidentiality and treat confidential matters with tact and discretion
- Excellent computer skills, particularly in MS Office Suite products such as Word, Excel, PowerPoint, and Outlook
- Ability to work both independently and collaboratively in a dynamic, high paced 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
- Strong customer service skills
- Ability to maintain a high level of accuracy and attention to detail
- Excellent oral and written English communication skills, including excellent public speaking skills

- Excellent organizational and time management skills
- Ability to work with a highly diverse staff, faculty, and student body
- While performing the duties of this job, the employee is regularly required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee is frequently required to stand; walk; use hands to feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and move up to 35 pounds.

Education

- Bachelor's degree from an accredited college or university or 1-2 years of experience working with students accounts in a higher education institution, finance, or a collection agency (*would be preferable*) or equivalent experience to the above qualifications

Application Process

To be considered for this position, a complete application packet must be received. Complete application packet will include the following:

- Letter of Intent; including explanation of how your prior experience fulfills above responsibilities and qualifications
- Resume
- Please prepare 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.

Send or email complete application packet to:

Meredith White
Associate Vice President and Director of Finance
Belhaven University
Email: mwhite@belhaven.edu

Employment at Belhaven University is contingent upon the results of an independent background check.