

## STUDENT FINANCE RELATIONS COORDINATOR (Internal/External)

**APPLICATION DEADLINE: November 13, 2009 or until filled.** *Applications must include the following:* **BSC [staff application](#), letter of application, resume and official transcripts.** (**NOTE:** Incomplete files will NOT be considered. Veterans claiming preference must submit all proof of eligibility by the closing date.)

**STARTING DATE: December 14, 2009, or sooner if possible.**

**COMPENSATION:** \$40,000+ based on directly related experience. May be eligible for a salary increase after six months. Comprehensive fringe benefit package including **TIAA-CREF retirement plan and full coverage for family health insurance.**

**SUMMARY OF POSITION:** Is responsible for implementing all policies and procedures pertaining to the collection, receipting, billing and depositing of funds due to the College. Responsible for student and parent relations as it relates to student finance functions and supervises and oversees the work flow of the Student Finance office.

### REQUIRED QUALIFICATIONS:

- Bachelor's degree in business, management, or accounting or related field.
- Three years of experience in analysis and reconciliation of large accounts.
- One year of supervisory experience or department lead experience.
- Customer service experience.
- Experience working with computer software programs (Microsoft Word, Excel, e-mail, Outlook, electronic calendar, Oracle, etc.) and good keyboarding skills.
- Ability to think logically, research and analyze discrepancies.
- Good organizational skills and ability to attend to details.
- Excellent interpersonal skills, demonstrated positive customer service skills, and ability to relate to people of varying ages and backgrounds.

### PREFERRED QUALIFICATIONS:

- Management experience.
- Accounting work experience.
- Experience with PeopleSoft-Student Admin.
- More than three years experience working within a business office setting in cashing, accounts receivables and collections.
- More than one year of supervisory or department lead experience.

For more information or assistance contact: [Human Resources](#) (701) 224-5531. **This position may require a criminal history record check.**

**Equal Opportunity Employer**

<http://www.bismarckstate.edu/hr/jobs.asp>

**TITLE:** Student Finance Relations Coordinator

**REPORTING RELATIONSHIP:**

Is directly accountable and responsible to the Student Finance Operations Manager.

**RESPONSIBILITIES:**

Responsible for implementing all policies and procedures pertaining to the collection, receipting, billing and depositing of funds due to the College. Responsible for student and parent relations as it relates to student finance functions.

**DUTIES:**

1. Supervises and directs the work flow of the Student Finance office. Defines and effectively communicates duties to positions supervised to ensure completion of departmental responsibilities.
2. Conducts performance appraisals annually in a fair and professional manner. Develops, maintains, and administers performance management for positions supervised based on current job descriptions.
3. Develops, implements, and enforces policies and procedures for the efficient collection of accounts receivable and loans receivable in compliance with established procedures.
4. Authorizes and processes student and non-student refunds as appropriate. Performs daily reconciling of ACH payments processed and sends to BND.
5. Reconciles and processes daily Group Posts from all ancillary systems.
6. Develops, implements and enforces policies and procedures for dealing with delinquent accounts including defining and monitoring acceptable repayment arrangements and write off of accounts.
7. Recommends, implements and enforces policies and procedures to ensure the effective and accurate assessment and collection of tuition and fees in accordance with all applicable institutional, state, and federal regulations.
8. Maintains, processes, and collects payments related to business and industry programs.
9. Oversees the collaborative student process, collections, and payments to other campuses.
10. Monitors and applies waivers in accordance with policies and procedures.
11. Establishes and enforces procedures to ensure that payments received are applied to the appropriate customer and deposits are credited to the appropriate departmental accounts in a timely manner.
12. Establishes and enforces policies and procedures for the safeguarding of all cash in custody including procedures for accepting checks and the collection of nonsufficient fund checks returned unpaid from the bank.
13. Works with other departments to review policies and procedures and enacts changes to increase customer service.
14. Develops, implements and maintains records management for Student Finance documents.

15. Promotes innovation, creativity and ideas to improve/enhance processes, functions, etc. in the department and as a whole for the college while focusing on innovation at a flat level and fostering a culture of no fear for innovative practices whether implemented or not.
16. Serves as back-up to the Student Finance Operations Manager.
17. Performs other duties as assigned or required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Bachelor's degree in business, management, or accounting or related field.
2. Three years of experience in analysis and reconciliation of large accounts.
3. One year of supervisory experience or department lead experience.
4. Customer service experience.
5. Experience working with computer software programs (Microsoft Word, Excel, e-mail, Outlook, electronic calendar, Oracle, etc.) and good keyboarding skills.
6. Ability to think logically, research and analyze discrepancies.
7. Good organizational skills and ability to attend to details.
8. Excellent interpersonal skills, demonstrated positive customer service skills, and ability to relate to people of varying ages and backgrounds.

**PREFERENCES:**

1. Management experience.
2. Accounting work experience.
3. Experience with PeopleSoft-Student Admin.
4. More than three years experience working within a business office setting in cashiering, accounts receivables and collections.
5. More than one year of supervisory or department lead experience.

**DISCLAIMER CLAUSE:**

This job description is not intended, and should not be construed, to be a complete list of all responsibilities, duties, skills, efforts, or working conditions associated with the job. It is intended to be an accurate reflection of those principal job elements essential to making fair pay decisions and for determining job performance.

**BROADBAND:**

Band: 3000 - Professional  
Sub Band: 3100 – Business/Administrative  
Family: 3105 – Accounting/Finance Professional  
Term: 12 months  
Status: Full-time (100%)  
11/5/09