Job Title: Student Account Specialist-Graduate and International

Department: Student Financial Services

Supervisor or Manager: Bursar

Date Created: 7/25/2005  Last Revised: 7/25/2005  FLSA Status: NE

**Our Mission:** It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives:**
- Accurate student account billings for international, graduate and prior students are ensured; student accounts reflect proper balances and comply with College policies
- Payment plans for the College are recorded and monitored

**Essential Duties and Responsibilities:**
- Applies tuition and related fees to graduate/SIS students in a timely and accurate manner
- Sends bills and statements out as scheduled
- Works with various departments to resolve billing issues for graduate and international students
- Effectively communicates with bill payers on student account issues
- Monitors account balances on an ongoing basis and identifies accounts that need registration holds or additional collection efforts
- Applies deferment charges to graduate accounts and maintains deferment files
- Communicates with outside health insurer regarding additions based on SIS programs
- Accesses tuition payment plan accounts from servicer website and inputs information into Datatel
- Maintains payment plans on ongoing basis; applies them to accounts and resolves issues
- Records cash receipts received from lock box servicer and 3rd party payment plan

**Secondary Responsibilities:**
- Cross trains with graduate Student Account Specialist functions and provides coverage as needed
- Maintains supplies for department and orders more as needed
- Performs special projects within Student Financial Services department on as-needed basis

**Positions Supervised:**
- Work-study student(s)

**Major Contacts:**
- Student Financial Services staff members
- Current and former students/parents
- Chittenden Bank (lock box payments)
- Financial Aid staff members
- Student Health Insurer
- Registrar’s Office
- AMS (3rd party pay plan)
- Student Life
- Study Abroad Director
- Safety and Security
- Information Technology (IT)

**Demonstrates Excellence:**

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- Thoroughly comprehends billing, collections, the College’s tuition policy and related procedures
- Understands clearly how Datatel interrelates with other campus offices such as Registrar, Student Life and Financial Aid
- Excels at customer service and staying well organized, works independently with strong problem solving and communication skills

**Education and Work Experience:**
- Associate’s degree or equivalent combination of education and experience
- Previous experience with billing and collections, cash handling, customer service
- Federal Regulations experience preferred

**Analytic Skills:**
- Some analysis of cause-and-effect problems based on a standard approach learned through training, established policy, or the use of established procedures.

**Language and Literacy Skills:**
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

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<th>Working Knowledge</th>
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**Licenses, Certifications and Other Requirements:**
- Notary Public Services

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Student Account Specialist, the employee may occasionally be required to lift up to 10 pounds.
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.
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**Additional Requirements for the Job:**
- Familiarity with Federal Education Rights and Privacy Act (FERPA)

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.