

Saint Michael's College Job Description

Job Title: Director of Student Accounts (Bursar)

Department: Student Financial Services

Supervisor or Manager's Title: Executive Director of Student Financial Services

Date Created: 02/15/2023

Last Revised: 05/22/2023

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:

- Oversees, evaluates, and provides work direction to Student Accounts staff. Responsible for the operation of student accounting processes including billings, outsourced payment plans, electronic data transfers to and from 3rd parties and other departments, accuracy of the student accounting database, compliance with government regulations
- Partners with students and families—for all student populations—as they finance a Saint Michael's education
- Collaborates with internal and external stakeholders to establish and maintain policies and procedures for the management and collection of student accounts
- Cultivates and strengthens student account practices, processes, and manages annual billing cycles to provide exemplary customer service experience for students and families
- Ensures accurate and timely billing, accurate posting of payments, and timely collections of accounts receivable

Essential Duties and Responsibilities:

Office Leadership & Management

- Oversees student accounts for all student populations—including traditional undergraduates, graduate, non-matriculated students, etc.
- Cultivates supporting staff, elevating the offices knowledge base and creating an environment that values, understands, and supports cultural, ethnic, gender, and other individual differences in people. Hires and trains new staff as needed
- Builds and strengthens a student accounts function within the Office of Student Financial Services and develops and documents effective operational business processes and procedures, with a focus on utilization of technology for accuracy and efficiency
- Builds strong connection with campus partners, thinking holistically about how collaboration can support student, and ultimately Saint Michael's success

Student Support & Communications

- Provides financial counseling for parents and students regarding costs/charges, payment options (including payment plans), with authority to negotiate special arrangements. When necessary, resolves problems and questions with students or parents regarding student finances. Contacts and initiates the settling of student account balances in escalated or special situations
- Coordinates communications to new and returning students regarding cost changes (tuition, fees, etc), payment plans, tuition insurance, etc.
- Ensures that students understand their financial obligations; Communicate with students regarding board plans, returning student deposits, and tuition increases; assists at Admission events, works with Marketing and Communication to find new ways to present information clearly; oversees Financial Responsibility Agreements
- Partners with IT and Marketing and Communication to ensure that the student accounts website and online portal are current, informative, and easy to use

Billing/Reconciliation/Collections/Compliance

- Prepares bills, ensuring accuracy, by collaborating with campus offices—Financial Aid, Registrar, Residence Life, Dining Services, International Education, Information Technology, etc—to ensure accurate tuition, fees, housing, meal plan, and other charges
- Manages the processing of tuition payments in a timely manner
- Manages process to collect non-paid balances, including managing partnership with Collections Agency
- Manages billing for student health insurance. Works with third party health insurance company regarding website maintenance and online forms. Reconciles and ensures payment is sent to insurance company on time
- Manages student account adjustments, and as necessary, processes refunds in accordance with college policies and regulatory timelines
- Periodically reconciles student accounts in partnership with Finance, Financial Aid, and other campus partners
- Coordinates third-party billing with the VA and other outside agencies
- Collaborates with campus partners to ensure that rate tables are accurate for all charges, credits, discounts, special programs, and waivers
- Updates and maintains Student Information System. Work with Information Technology and other campus partners to add new modules and to fix or maintain current modules and integrations
- Works with campus partners, including Admissions and Office of International Students & Scholars, to ensure accurate billing for international exchange students and scholars, including non-resident alien (NRA) tax implications
- Works with Office of International Students & Scholars and Study Abroad, and Financial Aid, and Finance to ensure accurate charges/refunds for study abroad programs
- Produces and distributes 1098-T statements. Conducts all related federal reporting

Positions Supervised:

- Assistant Director

Major Contacts:

- Executive Director of Student Financial Services
- Director of Finance
- Controller
- Registrar

Demonstrates Excellence:

- Answers inquiries quickly, courteously, and correctly
- Successfully collects unpaid balances
- Engages with constituents with a high level of inclusivity, equity, and sensitivity
- Displays a commitment to continuous growth and development to support a culture of inclusion and belonging
- Draws upon exceptional customer service and problem-solving skills to explain complex processes to students and families. Goes beyond the question that was asked to assist students and families in making informed decisions
- Develops a high-performing and engaged team that can use informed judgement, works collaboratively, and brings forward new ideas and approaches
- Demonstrates a student-centric approach when working with students and families and has an ability to diffuse escalated customer service situations
- Has the ability to reflect on one's own racial identity and how it has shaped one's own life experiences and current perspectives
- Understands the impact, challenges, and barriers that racism, inequities, and bias have on developing systems of advantage and disadvantage relative to access and attainment in higher education
- Thrives in a fast-paced environment; learns new information quickly

- Works collaboratively both within the department and with colleagues from across campus to solve problems in a manner that meets the needs of students and families while ensuring compliance with applicable regulations and policies
- Respects the confidentiality of information provided by students, families, and other constituencies. Understands FERPA, HEA, GLB and other applicable privacy and data security regulations
- Is well organized, self-motivated, and a problem solver who can think analytically and critically
- Actively participates in and contributes to the larger Saint Michael's community

Education and Work Experience:

- Bachelor's or Associate degree in accounting or finance or equivalent combination of education and experience related to accounting or management
- Minimum of 5+ years of experience in student accounts/financial services/receivables, ideally in higher education, but other industries, like healthcare, will be considered
- Direct Bursar experience is preferred
- Knowledge and understanding of federal cash management regulations, FERPA, HEA, GLB and other applicable privacy and data security regulations, and accounting principles and practices
- Supervising, coaching, and developing staff experience ideal
- Able to use technology to streamline processes, improve accuracy, and increase efficiency

Knowledge, Skills and Abilities:

- Outstanding planning and organizational skills
- Regulatory/Compliance knowledge
- General accounting principles

Analytic Skills:

- The ability to think through business processes and recommend business process improvements

Language and Literacy Skills:

- Reads and interprets financial documents and policies
- Regularly writes reports and correspondence
- Ability to explain policies, listens to questions, responds with a problem-solving mindset
- Speaks to individuals and small groups effectively

Computer/Technology Skills:

- Familiarity with Microsoft Office suite
- Experience with Ellucian Colleague, CASHnet, ECSI, or other web-based cash and billing software

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

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.

Additional Requirements for the Job:

- None

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.