



JOB DESCRIPTION

Title: Coordinator of Student Accounts & Business Services

Department: Business Office

Reports To: VP Business & Finance

FLSA Status: Non-Exempt

Position Summary

The Coordinator of Student Accounts & Business Services is responsible for the administration of all student account activity, including billing, payment posting, and the management of overdue balances. This position ensures accuracy in charges and payments, provides high-quality service to students and families, and enforces institutional policies regarding delinquent accounts. The Coordinator serves as a primary contact for students on financial matters, balancing proactive support for current accounts with effective collection practices on past-due balances. In addition, the Coordinator provides cross-departmental support by assisting with the college store and campus post office.

Key Responsibilities

Current Student Accounts

- Perform clerical duties such as filing, data entry, as needed.
- Generate and distribute student account statements and billing notices each term.
- Performing daily cashiering task including the receipting of monies, posting payments, charges, refunds, and adjustments accurately and on schedule.
- Assist students and families with payment options, including installment plans, to promote account stability.
- Respond to inquiries regarding billing, charges, refunds, and account balances.
- Collaborate with Financial Aid, Housing, and Registrar to resolve discrepancies or adjustments.
- Submit adjustments to student accounts for VP Business & Finance approval.

Collections & Delinquent Accounts

- Monitor aging reports to identify overdue student accounts and initiate follow-up.
- Contact students and families through calls, emails, and letters regarding delinquent balances.
- Establish and monitor repayment agreements with students, escalating to external collection agencies when necessary.

- Maintain complete and accurate documentation of all collection activities.
- Provide regular reports to the Director on delinquent accounts, repayment activity, and collection outcomes.
- Submit adjustments to student accounts for VP Business & Finance approval.

Compliance & Documentation

- Ensure compliance with FERPA, Fair Debt Collection Practices Act (FDCPA), and institutional financial policies.
- Maintain accurate and secure records of student account and collection activity.
- Support audit preparation and internal financial reviews through reporting and documentation.

Customer Service & Student Support

- Provide professional and courteous communication with students and families regarding sensitive financial matters.
- Educate students about billing timelines, payment responsibilities, and potential consequences of delinquency.
- Counsel students on repayment strategies to remain in good standing.
- Represent the Business Office at orientations or financial information sessions.

Additional Support Duties

- Assist with operations of the **college store** as needed, including customer service, sales support, inventory management, or reconciliation tasks.
- Provide backup and support to the **campus post office** to ensure continuity of services.

Qualifications

Required:

- High School diploma or GED required.
- Strong organizational skills and accuracy in handling financial data.
- Excellent communication and conflict-resolution skills.
- Proficiency in Microsoft Office and familiarity with accounting or student information systems.

Preferred:

- Two or more years of experience in accounts receivable, billing, or collections.
- Higher education experience in student financial services.
- Knowledge of debt collection practices and applicable laws.
- Experience working with outside collection agencies and payment plan systems.

Core Competencies

- Strong administrative and record-keeping ability.
- Ability to balance firmness in collections with professionalism and student-centered service.
- Skilled in managing sensitive conversations and financial disputes.
- Commitment to accuracy, compliance, and institutional financial health.
- Collaborative, detail-oriented, and able to work independently.
- Must possess good organizational skills.
- Must be proficient using all MS Office Software, i.e. MS Word, Excel, Outlook, etc.
- Must be a team player.
- Ability to work well with faculty, staff, students and general public.
- Must possess the ability to multi-task.
- Operating office equipment such as computer, printer, calculator, etc.

Additional Requirements:

- Criminal background check prior to employment

Typical Working Conditions and Unique Physical Requirements:

- Work is typically performed in an interior office
- Noise levels is generally quiet to moderate
- Regularly required to speak and hear
- Frequently required to stand, walk, and sit for extended periods of time over various terrains
- Occasionally required to reach with hands and arms, bend, stoop, kneel, or crouch
- Recurrent climbing of interior and exterior stairs
- Vision capability required but not limited to distance, peripheral and low light
- May be required to lift or carry items weighing up to 25lbs

The statements in this description are intended to describe the general nature and level of work being performed by individuals assigned to this classification. Examples of duties or responsibilities are not to be construed as an exhaustive list describing the duties or responsibilities required of personnel so classified. These examples are also not to be interpreted as limiting the appointing authority's ability to append or otherwise alter the duties and responsibilities of the position. The use of an individual expression or illustrations to duties or responsibilities shall not be regarded, as excluding assignment of others not mentioned which are of similar kind or quality.

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status as a smoker or nonsmoker, medical condition, sexual orientation, marital status, or because an individual is perceived to have one or more of the foregoing characteristics, or any other status protected by federal, state, or local laws.