UNION
COMMONWEALTH UNIVERSITY

Coordinator of Student Accounts & Collections
Department: Business Office
Reports To: Vice President for Business & Finance
FLSA Status: Non-Exempt
Position Summary
The Coordinator of Student Accounts & Collections is responsible for supporting the institution's student accounts receivable operations through the administration of billing, payment processing, account maintenance, collections, and customer service functions. This position serves as a primary point of contact for students and families regarding account balances, payment options, and collection matters while ensuring compliance with institutional policies and applicable federal regulations. The Coordinator also provides operational support to the College Store and serves as a backup for campus postal services as needed.

Essential Duties and Responsibilities
Student Account Administration

- Process student account charges, payments, adjustments, refunds, and other account transactions accurately and timely.
- Maintain student financial records and ensure account information is current and accurate.
- Assist students and families with account inquiries, billing questions, and payment plan options.
- Assist with the preparation and distribution of billing statements, correspondence, and account notifications.
- Reconcile account activity and assist in maintaining accurate accounts receivable records.
- Submit adjustments to student accounts to VP of Business/Financial Services for approval
- Represent the Business Office at orientations or financial information sessions
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Collections Management

- Monitor delinquent student accounts and implement collection procedures according to institutional policies.
- Contact students and former students regarding outstanding balances through telephone, email, and written correspondence.
- Negotiate and monitor payment arrangements when appropriate.
- Maintain detailed documentation of collection efforts and account activity.
- Coordinate with third-party collection agencies and other external partners as assigned.
- Generate collection reports and provide updates on outstanding receivables.
- Submit adjustments to student accounts to VP of Business/Financial Services for approval

Customer Service & Student Support

- Provide professional, courteous, and responsive service to students, families, faculty, staff, and external stakeholders.
- Communicate financial policies, payment deadlines, and account requirements clearly and effectively.
- Assist students in understanding their financial obligations and available payment options.
- Resolve account concerns while maintaining confidentiality and compliance requirements.

Compliance & Reporting

- Ensure compliance with institutional policies and applicable laws and regulations, including FERPA and debt collection requirements.
- Maintain confidential student financial information and records.
- Assist with audits, reporting requirements, and documentation requests.
- Prepare reports and analyses as requested by management.

Auxiliary Operations Support

- Assist with operations of the College Store, including customer transactions and related support functions.
- Serve as a backup for campus postal services as needed.
- Support Business Office operations and special projects as assigned.

Other Duties

- Participate in professional development and training opportunities.
- Perform other duties as assigned to support the mission and objectives of the institution.

Required Qualifications

- High school diploma or GED.
- Demonstrated organizational, communication, and customer service skills.
- Proficiency with Microsoft Office applications, including Excel, Word, and Outlook.
- Ability to maintain accurate records and manage multiple tasks simultaneously.
- Ability to handle confidential information with discretion and professionalism.
- Strong attention to detail and commitment to accuracy.

Preferred Qualifications

- Two or more years of experience in accounts receivable, billing, collections, or customer account management.
- Experience working in a higher education environment.
- Knowledge of student account administration and payment plans.
- Familiarity with collection procedures, regulations, and third-party collection processes.

Knowledge, Skills, and Abilities

- Knowledge of accounts receivable and collection practices.
- Strong interpersonal and customer service skills.
- Effective verbal and written communication abilities.
- Ability to exercise sound judgment and maintain professionalism in difficult situations.
- Strong analytical and problem-solving skills.
- Ability to work independently while contributing to a collaborative team environment.

- Proficiency in business software applications and database systems.

Physical Requirements

- Ability to sit, stand, walk, and use office equipment for extended periods.
- Ability to occasionally lift and carry items consistent with office and store operations.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

Work Environment

This position operates primarily in a professional office environment with regular interaction with students, employees, and campus visitors. Occasional support may be required in auxiliary service areas, including the College Store and campus postal operations.

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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