



JOB DESCRIPTION

Title: Director Student Accounts

Department: Business Office

Supervisor: Vice President Business & Financial Services

FLSA Status: Hourly, Non-exempt

Position Summary

The Director of Student Accounts provides leadership and operational oversight for all student account functions, including billing, cashiering, accounts receivable, collections, payment plans, refunds, and student financial services. Reporting to the Vice President of Business & Financial Services, the Director is responsible for ensuring the accuracy, integrity, compliance, and timely processing of all student financial transactions while delivering exceptional service to students and their families.

At a small private university of approximately 1,400 students, this is a hands-on, single-incumbent role responsible for both strategic oversight and daily operations, with significant reliance on the Jenzabar system.

Primary Responsibilities

Student Accounts Administration

- Oversee all aspects of student billing, including tuition, fees, housing, and auxiliary charges
- Generate and distribute billing statements through Jenzabar and ensure timely account updates
- Maintain accurate student account records within the Jenzabar Student Information System

Jenzabar System Management

- Serve as the functional lead for the Jenzabar Student Accounts module
- Manage system setup, term billing processes, charge and payment application rules, and account configurations
- Perform testing, troubleshooting, and upgrades related to student accounts functionality
- Collaborate with IT and other campus departments to optimize Jenzabar performance and integrations
- Develop and maintain process documentation for Jenzabar-related workflows

Collections & Accounts Receivable

- Monitor and manage student receivables, including aging reports and delinquent accounts
- Administer payment plans within Jenzabar and track compliance

- Implement collection strategies, including student outreach and coordination with third-party collection agencies
- Recommend policies and actions to improve cash flow and reduce outstanding balances

Cashiering & Payment Processing

- Process and reconcile all student payments (cash, check, credit card, ACH)
- Ensure accurate daily cash balancing and deposits with proper internal controls
- Manage student refund processes, including coordination with financial aid disbursements

Compliance, Reconciliation & Reporting

- Ensure compliance with federal, state, and institutional regulations affecting student accounts such as FERPA, Fair Debt Collection Practices Act, and Title IV requirements
- Perform regular reconciliations between Jenzabar, general ledger, and bank records
- Prepare reports and analysis related to student receivables
- Support audits by maintaining documentation and responding to requests
- Work with VP of Business/Financial Services and Accounting Manager to prepare annual 1098-T forms

Student & Campus Engagement

- Provide responsive, student-centered service regarding billing, payments, and account issues
- Counsel students and families on financial policies, payment options, and account resolution
- Collaborate closely with Financial Aid, Registrar, Admissions, and Housing to ensure accurate and seamless processes
- Job responsibilities include driving on college business for your department whether the frequency is daily, weekly, monthly, or occasionally.

Policy Development & Process Improvement

- Develop, maintain, and enforce policies related to billing, refunds, collections, and payment plans
- Identify opportunities to improve efficiency, automation, and user experience within Jenzabar
- Ensure clear communication of policies and deadlines to the campus community

Minimum Qualifications

- High school diploma or GED
- 3–5 years of relevant experience in student accounts, bursar operations, or financial administration
- Experience working with ERP or student information systems (Jenzabar preferred)
- Knowledge of accounts receivable, billing, and cash handling practices
- Must successfully pass criminal background check

Preferred Qualifications

- Direct experience with **Jenzabar One**
- Experience in a small private higher education environment
- Familiarity with financial aid processes and their impact on student accounts
- Experience managing collections or payment plan programs

Key Competencies

- Ability to independently manage a high-volume workload in a one-person office
- Strong technical aptitude, particularly within Jenzabar
- Excellent customer service and communication skills
- Detail-oriented with strong organizational and analytical skills
- High level of integrity and confidentiality

Working Conditions

- Office-based role with frequent interaction with students and families
- Peak workload periods at semester start, billing cycles, and fiscal year-end
- Required to work occasional Saturday or Sunday for new student orientation and student move in day.
- 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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