



Heritage University

JOB DESCRIPTION

TITLE: Student Accounts Facilitator

COLLEGE/SCHOOL/DEPT: Business Office

DATE PREPARED: June 2019

REPORTS TO: Director of Student Accounts & Collections

FLSA: Non-Exempt

POSITION SUMMARY:

This position directly assists students in a courteous, accurate, and professional manner regarding their student account information. The individual will be required to perform accurate and detailed work in a busy environment that may have pressures of deadlines and large workloads. This position processes all student payments for tuition, registration, and fees. Assesses miscellaneous charges and assists the student with questions regarding their account.

This individual must be self-motivated, work unsupervised, and able to communicate and work effectively with a variety of individuals in a confidential and professional manner. This individual will be required to perform accurate and detailed work in a busy environment that may have pressures of deadlines, large workloads, and interruptions. Must maintain student and employee confidentiality as required by State and Federal laws and University policies

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner with former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students, and customers. Work effectively using the operating practices of the Business Office and Heritage University.

2. Upholds the Heritage University Mission Statement.

3. Handles confidential information with tact, discretion and in compliance with FERPA regulations.

4. Student Accounts:

- Takes payments (cash, check, and credit card), receipts payments to accounts, and balances deposit each day
- Assists all students by direct contact, phone, emailing, or mailing with questions relating to a student's account. Provides courteous and accurate answers.
- Assist students through the registration process.
- Counsels' students about payment options and assists them with filling out the appropriate paperwork.
- Applies charges and fees to accounts.
- Matches registrations forms, add/drop forms, and places student holds where applicable
- Process student mailings
- Responsible for utilizing the computerized accounting system and proper coding of accounts
- Assist with collection calls and student account balance as needed
- Understanding of policies and procedures regarding the interaction of Student Accounts with other Heritage University departments, including Registrar, Admissions, Financial Aid, and Student Services.

5. Accounts Receivable:

- Miscellaneous third-party billing and invoicing
- Understanding of student account charges and transactions

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other functions as necessary or as assigned.
2. Assists with record retention and filing.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- A. **Knowledge:** Associate degree in accounting preferred. An associate degree in accounting or business and equivalent job duties and experience may substitute.
- B. **Skills:** Competency in Excel and word processing. Strong background in computerized accounting systems and computer entry. Effective business office skills including written and oral communication. Cash Handling skills are desirable. Ability to interact in a professional manner with employees, students, vendors, and other interdepartmental personnel. Must be able to work well with others in a team environment.
- C. **Abilities:** Individuals must be able to work independently with minimal supervision. Must be able to work well with others in a team environment. Must be able to work under pressure and complete deadlines. Must be able to communicate effectively by phone, email, and in person. Requires use of computer and keyboard.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Cover Letter
- Resume
- List of References (names, addresses & phone numbers of 3-5 current professional references).
- HU Employment Application LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to: Humanresources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948

Heritage University is an equal opportunity/ equal access/ affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive order regarding non-discrimination and affirmative action.