



FORDHAM UNIVERSITY

THE JESUIT UNIVERSITY OF NEW YORK

Position: A01735

Date: -08.25.21

ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Assistant Director, Student Accounts

DEPARTMENT: Office of Student Financial Services
Rose Hill

POSITION SUMMARY:

Under the direction of the Senior Assistant Director of Student Accounts, the Assistant Director of Student Accounts: directs and manages the customer service area; assists in timely and accurate billing, including coordination and processing of third-party billing; provides leadership and oversight to the department staff, focusing on, but not limited to assuring customer satisfaction with student financial services, assisting in the development and implementation of policies and procedures, and maintaining regulatory compliance.

RESPONSIBILITIES:

- Manages Customer Service functions, i.e. staff scheduling, follow-up to determine all contacts are recorded, and adequately resolved.
- Collaborates closely with other members of the Student Financial Services management team, as well as the Enrollment Group managers, in support of the University's mission and enrollment goals.
- Handles escalation of inquiries.
- Provides daily management of various Student Accounts functions.
- Provides supervision, training, and support for Student Accounts clerical staff.
- Handles phone and in-person traffic as needed.
- Provides outreach and counsels students/parents regarding various financing options.
- Maintains documentation as proof of due diligence, including loan disclosures and refund compliance.
- Assumes responsibility for reconciliation of US Steel, and Pfizer Loan programs to the General ledger on a monthly basis.
- Processes 1098-T requests.
- Performs as liaison for Chase Smart Scholars and Tuition Stabilization Plan programs.
- Provides presentations for undergraduate/graduate workshops and orientations.
- Works occasionally at Fordham University's Lincoln Center and Westchester campuses; some evening and weekend hours may be required.
- Participates in professional development workshops.
- Performs other tasks and duties assigned.

QUALIFICATIONS:

- Bachelor's degree in Liberal Arts or Business
- Three (3) years of diverse experience required.
- Advanced knowledge of Microsoft EXCEL, billing, auditing, and general accounting procedures.
- Knowledge of various software and databases including but not limited to, ACCESS, Banner, PowerFacts and WebFocus preferred.
- Excellent written and verbal communication skills.
- Strong attention to detail and accuracy.
- Commitment to quality customer service.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: terzulli@fordham.edu
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