ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Senior Associate/Account Recovery Services

DEPARTMENT: Office of Finance
Rose Hill

POSITION SUMMARY:
The Senior Associate is primarily responsible for processing payments of past due student accounts and effectively assisting students and their families in meeting their financial obligations to the University in a professional and courteous manner. The role helps the University drive student retention and lower receivables for student accounts. This position provides leadership, initiative, analysis, and review of past due accounts with the objective of minimizing bad debt exposure. It liaises regularly with the Office of Student Accounts and requires a customer service-oriented approach, superb communication skills, and an innovative, adept mindset to continual process improvement.

RESPONSIBILITIES:
- Assumes responsibility for optimizing the collection process of student accounts.
- Manages third-party collection agencies and collaborates with various University schools and departments including, but not limited to, Student Accounts and Office of Legal Counsel.
- Works closely with Student Accounts to ensure accuracy of information and timely delivery of delinquent accounts.
- Confirms student accounts are properly loaded into ECSI/Heartland system, and reviews all accounts to ensure information is updated.
- Assumes the leading role in the development and implementation of collection strategies and process improvement.
- Regularly engages delinquent customers to collect payments and settle accounts.
- Processes payments via credit cards; handles billing inquiries and disputes.
- Ensures the accuracy of compilation, analysis and reporting of accounting data.
- Fosters and adheres to Fordham’s quality standards, policies and procedures.
- Assumes responsibility for offering extensions or write-off debts per policy and procedures.
- Develops and refines collection policies and procedures to avoid excessive outstanding credit.
- Ensures that Fordham’s policy is enforced in compliance with Federal, State and Local regulations.
- Implements deadlines for invoicing and payment collection.
- Engages customers when non-payment occurs; offers payment plans and set ups promissory notes.
- Prepares regular metric reports for management.

QUALIFICATIONS:
- High School Diploma or equivalent required; BA, BS, or BBA preferred
- Four (4) years’ collections operations experience
- Proficient in Microsoft Office Suite products; specifically, Excel, Word, and PowerPoint
- Familiar with using collection management tools and software; e.g. Heartland ECSI
- Able to demonstrate problem-solving skills with ability to work independently and collaborate with key business partners inside and outside of the University
- Proven strong collection outcomes
- Self-starter and strong technical skills
- Strong analytical skills required to proactively research and resolve problems
- Able to self-direct and use independent judgement to make decisions
- Strong written and verbal communication skills

STARTING DATE: ASAP
FLSA CATEGORY: Exempt
SALARY: Commensurate with experience
SEND LETTER & RESUME: hr@fordham.edu

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