



## STUDENT ACCOUNT ADMINISTRATOR

### Business Office

The Business Office at Wofford College invites applications for a student account administrator.

Reporting to and working directly for the controller, the student account administrator has primary responsibility for maintaining student financial records and collections, managing student payment plans, cash receipts management, student account billing and performing other such duties related to student accounts.

The student account administrator is a full-time non-exempt position, and contingent upon the college's fiscal timelines and events, occasional evenings or weekends will be expected; otherwise, the normal works schedule is 8:30 a.m. to 5 p.m., Monday through Friday. The minimum work hours expected is 40 hours/week.

#### KEY RESPONSIBILITIES:

- Provides exceptional customer service to students, parents and college faculty and staff.
- Assures that all student account records are maintained in compliance with FERPA (Federal Educational Rights Privacy Act) and billed according to the college's billing schedule.
- Processes study abroad invoices and posts charges to the student account for the respective program.
- Processes Sullivan Loans as directed by the financial aid office.
- Processes student refunds as applicable.
- Contacts and communicates with students and financially responsible parties regarding outstanding student accounts to resolve and/or explain their financial obligations to the college ensures timely collection of student payments and handles removing holds from student accounts.
- Collects non-student payments (Advancement, campus events, athletics, etc.), prepares deposit information and records cash receipt payments in the Banner ERP system.
- Provides customer service to students, parents and college staff.
- Administers student accounts email, responds to inquiries and forwards inquiries to the appropriate party when necessary.
- Works closely with the dean of residence life during the fall, spring and summer billing time period on housing assignments.
- Distributes all incoming mail to correct business office personnel.
- Responsible for freshmen orientation seminar for the business office and student check-in when students arrive on campus.
- Maintains petty cash and reconcile weekly.
- Assists in the management of VA benefits and billing of outside scholarships and state prepaid college plans.
- Other services – As a key member of the business office, the student account administrator contributes to the life of Wofford College through his/her participation in college-wide initiatives, committees and events, and further, assists with additional accounting responsibilities and other matters as the need arises.

**QUALIFICATIONS:**

Two years of experience in an office setting handling accounts receivable or a customer service-related position is required for appointment. Preference will be provided for candidates with an associate degree or equivalent education or training. Punctuality, reliability and strong attention to detail are expected in this role.

**APPLICATION:**

All application materials must be submitted electronically to [StuAccount@wofford.edu](mailto:StuAccount@wofford.edu) . Application materials include: (1) a letter of application explaining how you meet the qualifications of this position; (2) a current resume; and (3) names and contact information for (minimally) three professional references.

For assured consideration, application materials must be received no later than midnight, Dec. 11, 2020.

**SALARY & BENEFITS:**

Salary will be commensurate with experience. Wofford College provides a competitive benefits package including comprehensive major medical insurance, retirement savings, life and disability insurances and other accompanying fringes.

**EEO STATEMENT:**

Wofford College values diversity within our students, faculty, and staff, and strives to recruit, develop, and retain the most talented people. Wofford College does not discriminate in employment on the bases of race, color, creed, religion, sex, sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status, or any other legally protected status in accordance with applicable federal, state and/or local laws.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require an accommodation to participate in any part of the hiring process, please reach out to [HumanResources@Wofford.edu](mailto:HumanResources@Wofford.edu).

**COMPLIANCE WITH TITLE IX:**

In compliance with Title IX of the Education Amendments of 1972, Wofford College does not discriminate against any employee, applicant for employment, student, or applicant for admission on the basis of sex. Policies and procedures for addressing complaints of discrimination and harassment can be found at [www.wofford.edu/titleix](http://www.wofford.edu/titleix). Reports can be made to the Title IX Coordinator at any time. Inquiries related to the application of Title IX at Wofford should be referred to the college's Title IX Coordinator and external inquires can be made to the Department of Education.

Wofford College Title IX Coordinator

Amanda Estabrook  
429 N Church St.  
Campus Life Building, Office 6  
Spartanburg, SC 29303  
(864) 597-4047  
[estabrookar@wofford.edu](mailto:estabrookar@wofford.edu)

External inquiry can be made to:

Office for Civil Rights (OCR)  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-1100  
(800) 421-3481  
[OCR@ed.gov](mailto:OCR@ed.gov) / <http://www.ed.gov/ocr>