



Where
thought
leads.

Student Accounts Administrator

Wofford College is a place where thought leads, where ideas are celebrated and problem solving is expected. Wofford invites applicants who are focused on student success and excited to join a community committed to preparing thought leaders.

Wofford College, established in 1854, is a four-year, residential liberal arts college located in Spartanburg, South Carolina. It offers 27 major fields of study to a student body of 1,875 undergraduates. Nationally known for the strength of its academic program, outstanding faculty, experiential learning opportunities and successful and supportive graduates, Wofford is recognized consistently as a “best value” and for its commitment to student success and accessibility for low- and middle-income students. The college community has 12 sororities and fraternities as well as 20 NCAA Division I athletics teams.

Wofford College invites applications for a **Student Accounts Administrator** in the Business Office. Reporting to and working directly for the Controller, the Student Accounts 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 Accounts 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 work schedule is 8:30 a.m.-5 p.m., Monday through Friday. The minimal working hours are 40 hours/week.

RESPONSIBILITIES

- Provides exceptional customer service to students, parents, and Wofford 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 Banner ERP system.
- Provides customer service to students, parents and college staff.

- Administers Student Accounts email, responding to inquiries and forwarding inquiries to the appropriate party when necessary.
- Works closely with the Director of Residence Life on housing assignments during the fall, spring and summer billing periods.
- Distributes all incoming mail to correct Business Office personnel.
- Responsible for first-year orientation seminar for the Business Office and student check-in when students arrive on campus.
- Maintains petty cash and reconciles weekly.
- Assists in management of VA benefits and billing of outside scholarships and state prepaid college plans.
- Other service: As a key member of the Business Office, the Student Accounts Administrator contributes to the life of Wofford College through his/her participations in college-wide initiatives, committees and events, and further, assists with additional accounting responsibilities and other matters as needed.

QUALIFICATIONS

The ideal candidate will have an associate degree, a positive work ethic and a minimum of two years of experience in an office setting handling accounts receivable or a customer service-related position. They will possess great attention to detail and the ability to provide excellent customer service.

APPLICATION PROCESS

All application materials must be **submitted electronically to smithmh@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. Review of applications will begin April 19, 2024, and continue until the position is filled.

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 basis 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 local laws. For information about Wofford's Title IX compliance, visit wofford.edu/administration/title-ix.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require any accommodations to participate in any part of the hiring process, please contact HumanResources@Wofford.edu.