BENJAMIN FRANKLIN INSTITUTE OF TECHNOLOGY Boston, Massachusetts

Position Description

Title: Student Accounts Coordinator

Department: Office of Admissions and Financial Services

Reports to: Director of Student Financial Services

Appointment Type: Regular, Full Time

This critical member of the Student Financial Services department serves as a financial planner for the student body at BFIT. This position is charged with advising and counseling both prospective and continuing students as well as their families through their financial obligations to the College. Specifically, the Student Accounts Coordinator shall:

- 1. Manage all student account business processes, which include: billing and collection of student accounts; handling electronic receipts, cash, and financial aid credits; payment plan, extended payment, and other payment options; student account refunds; student health insurance enrollment/waivers; third-party billing; and due diligence in collecting on accounts receivables;
- 2. Counsel students on their financial options and assist them in understanding all financial planning for future years. Interact with students in a professional manner and maintain confidentiality of students' account information;
- 3. Schedule one on one meetings with students to discuss their financial plans and ensure confidentiality regarding their financial information and obligations;
- 4. Present to current students, prospective students, and families on financial literacy and planning at on and off campus events;
- 5. Work with the director of student financial services on reporting data needed to complete financial reports for the business office. Manage and maintain student account data for BFIT students in the CAMS Tuition Management Database, including tuition and housing payments, matriculation and housing deposits, third-party payments, book charges, late fees, waivers, and refunds;
- 6. Update and apply service indicators (holds, including registration and transcript holds, on student accounts per BFIT policy);
- 7. Manage the accounts resolution and collections process and in a timely basis per school policy;
- 8. Advise and respond to students promptly regarding tuition charges, payment arrangements, and policies in person, on the phone and via email; respond promptly and work proactively with the student services team to resolve student account issues; conduct research on students' account problems and maintain communication related to them with all involved parties;
- 9. Participate in Financial Review Committee Appeal Cases;

- 10. Create content for and help manage the College's website, www.bfit.edu and the College social networking and media pages, including, but not limited to Facebook and twitter:
- 11. Update and maintain the operations manual for departmental policies and procedures;
- 12. Develop and maintain a strategic marketing plan that will increase financial literacy around campus for returning students including but not limited to personal finance planning, loan repayment planning, and budgeting;
- 13. Develop strategy around minimizing bad debt and minimize the utilization of our collection management services agencies;
- 14. Manage vendor relationships as they relate to student account business processes, which include Sallie Mae Solutions inc. (payment plan provider) CHP health insurance plan, Textbookx (book vouchers) and collection agencies;
- 15. Assist in coordinating account reconciliations, audits, and internal and external reporting requirements;
- 16. Ensure compliance with federal and state student financial aid, IRS and other regulations that relate to the student account function; and,
- 17. Assumes additional responsibilities as required.

Qualified candidates must possess a bachelor's degree at a minimum and preferably have a background in business, marketing, communications, English, technology or higher education administration. It is strongly preferred that the candidate be fluent in Spanish and/or Cape Verdean Creole. Candidates should demonstrate at least one to three years of successful student accounts, billing, financial industry, and/or book keeping experience. The candidate should demonstrate sensitivity to understanding the needs and concerns of a diverse student population. The candidate must have experience as a hands-on user of a student information system. The candidate must possess excellent oral and written communications skills and have the ability to work in a fast-paced environment. The candidate must have the ability to multi-task, pay special attention to detail, and have availability for evening and weekend work during peak times throughout the year. In addition, the candidate should have working knowledge and capacity to our software including Microsoft Office, database administration, Internet, and e-mail software packages and should be willing and able to learn new software and technologies as needed. A sense of humor is a requirement.

Applicants who may not exactly meet these qualifications are encouraged to describe in writing why they would nonetheless contribute substantially to the success of the college and would carry out the requirements of the job.