

**NOTRE DAME COLLEGE
JOB DESCRIPTION**

TITLE: Assistant Director of Student Accounts

DEPARTMENT: Student Accounts

REPORTS TO: Director of Student Accounts

BASIC FUNCTION: This individual will administer current accounts receivable monitoring, including analysis and the collection process. He/she must be detail oriented with great communication/problem solving skills. He/she is responsible for assisting CSR in answering student and parent questions and handling situations that require special attention.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Handle student and parent billing concerns
- Accounts Receivable analysis including maintaining holds on student accounts
- Administer/maintain NDC payment plan
- Assist in the posting of financial aid
- Issuance of federal loan notices
- Assessment of late fees
- Balancing/reconciling of G/L accounts
- Part-time as a CSR at the Front Desk to cover lunch, vacation and as a second CSR during busy times of each term.

OTHER DUTIES AND RESPONSIBILITIES:

- FERPA reporting/updating
- Assist with account adjustments
- Resolve disputes related to student accounts
- Assist with orientation, move-in and presentations
- Other duties as assigned

QUALIFICATIONS:

- Bachelor's degree in Business, Accounting or other related field.
- Experience in A/R or Customer Service
- Good communication, presentation and phone skills
- High level of accuracy and attention to detail
- Computer skills- MS Office suite a must, in particular- EXCEL
- Jenzabar JX/CX – a plus