

**Alverno College
Exempt Position Description**

<u>Position Title:</u>	Director of Business Office	<u>Date:</u>	May 2025
<u>Department:</u>	Business Office	<u>Status:</u>	Fulltime/12 Month
<u>Reports To:</u>	Vice-President of Finance and Operations		

<u>Primary Function:</u>	This position is responsible for the overall management of the Business Office, including performing services related to financing/payment options, holds, billing, collections, and compliance with internal and external policies and regulations. Counseling students and families on financial obligations and processes is an integral part of the position.
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Principal Responsibilities

1. Design, implement and maintain department procedures and implement strategic process improvements to maximize efficiency and accuracy.
2. Work closely with other departments within the College to improve efficiency and effectiveness of current policies and procedures including but not limited to Admissions, the Bookstore, Finance, and Financial Aid.
3. Develop and maintain positive and proactive working relationships with outside collection agencies; and with multiple academic, administrative support, and academic support departments (internal) in relation to the responsibilities of the Business Office.
4. Perform supervisory responsibilities in accordance with the College's policies and applicable laws, including, but not limited to, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
5. Meet with internal and external customers to resolve issues, propose options and communicate Business Office policies and procedures.
6. Plan for each new academic semester including, but not limited to, updating Business Office forms, refining procedures related to the beginning of a new semester, communicating semester billing timeline and procedures to necessary departments, updating the Business Office website, and updating the collection plan.
7. Direct the invoicing, refunding, and record keeping of student, faculty, staff, and outside agency accounts.
8. Oversee collection of overdue accounts.
 - a. Evaluate effectiveness of current collection policies and procedures.
 - b. Review collection reports to ascertain status of collection and outstanding balance
 - c. Collaborate with Alverno's collection attorneys to determine when to litigate accounts and pursue other collection methods. Attend court hearings and court trials as necessary.
9. Manage internal responsibilities associated with Perkins and NFLP loan programs including, but not limited to:
 - a. collaborate with external loan servicer to resolve borrower questions and maximize collections;
 - b. maintain accuracy of the accounts; and

- c. completion of Perkins section of the FISAP report.
- 10. Design and maintain reports for use by department and upper management. Provide ongoing analysis of existing reports and data within Business Office.
- 11. Manage calendar and fiscal year end process including, but not limited to, creation and distribution of Form 1098-T, IRS reporting, and preparation of audit documents.
- 12. Maintain student accounts, including but not limited to tuition payments; payment plans; miscellaneous charges; and invoice adjustments.
- 13. Provide exceptional customer service counseling students, parents, faculty, staff and other visitors, regarding financial obligations and options.
- 14. Serve as the coordinator for the Accounts Receivable module of the ERP database system including, but not limited to:
 - a. set up billing codes and billing tables;
 - b. test patches;
 - c. research additional functionalities and assist in the testing and implementation;
 - d. troubleshoot system issues specific to the department; and
 - e. manage the security of the module.
- 15. Oversee and manage the departmental budget to achieve maximum results.
- 16. Serve as backup to members of Business Office and Financial Aid staff.
- 17. Perform other tasks as necessary to support the mission of the College.

Qualifications

- 1. Bachelor's Degree in Business Administration or related field is required.
- 2. Minimum of five (5) years previous office management experience preferred. Experience in higher education is a plus.
- 3. Requires advanced knowledge of Microsoft Office and database systems.
- 4. Requires superior interpersonal and leadership skills, and the ability to work and communicate effectively in teams and small groups through verbal and written communication; including the ability to direct and receive work assignments, instructions and directions.
- 5. Requires the ability to apply principles of logical thinking to: define problems and propose feasible solutions; establish facts and draw valid conclusions; and make decisions with informed judgment and decision support.
- 6. Requires demonstrated flexibility and adaptability to changing business environment including the ability to multi-task; and the ability to perform job responsibilities under moderate levels of stress imposed by peak workloads, student/customer contact, diverse personalities, and frequent interruptions.
- 7. Requires superior customer service skills, including the ability to communicate fairly complex financial information to customers in a clear and effective way; and the ability to maintain confidentiality.

Working Conditions

General office environment with activity peaks (primarily occurring during the weeks before and after the start of two academic terms).

How to Apply

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

Alverno College is an Equal Opportunity Employer and committed to workplace diversity.