

**Alverno College  
Job Advertisement**

**Position Title:** Senior Student Account Specialist

**Date:** August 2025

**Department:** Student Accounts

**Status:** Full-time/12 months

**Reports To:** Director of Student Accounts

**Primary Function:** To provide superior customer service within an integrated Financial Aid and Student Accounts office, collect on tuition accounts, and perform administrative duties associated with the accounts receivable functions of the College. Support the Director with backup and special project responsibilities. Monitor student success with payment plans and provide proactive support in conjunction with the College's retention efforts.

**Primary Duties and Responsibilities**

*The following information is not meant to be all-inclusive. Other duties and responsibilities may be assigned as necessary.*

- Customer Service
  - Serve as the primary point of contact during shift, provide assistance and information to current and prospective students, parents, faculty, staff, and visitors.
  - Act as a back-up for front desk coverage and walk-in support for the Financial Aid and Student Accounts Office.
  - Respond to inquiries via phone, email, and in-person interactions.
  - Assist with maintaining a student-centered and student friendly office.
- Accounts Receivable
  - Process student accounts, including but not limited to, tuition payments, payment plans, miscellaneous charges, and invoice adjustments
  - Collaborate with the Director to ensure timely collection outreach and follow-up.
- Cashiering
  - Accept monies to deposit daily from all departments within the College via the service counter and the mail, as assigned.
  - Reconcile the cash drawer and safe, prepare daily bank deposits, and maintain the petty cash drawer.
- Student Financial Support
  - Attend and support events for new students, including orientations and presentations.
  - Monitor outstanding payment plans and engage in proactive, student-centered outreach.
- Student Accounts Department Support
  - Provide administrative support to Student Accounts including, but not limited to:
    - i. Data entry and database maintenance
    - ii. Record keeping, filing, and archiving
    - iii. Photocopy and distribute forms
    - iv. Generate daily reconciliation reports for Finance Department
  - Serve as the primary contact for ACH payment plan processing and student refunds.
  - Manage external and childcare billing, payment posting, and coordination with relevant departments.
  - Conduct outreach for uncashed refund checks and coordinate return of funds with the Financial Aid Office.

- Apply sponsorships to student accounts as needed, generate invoices, and collect on balances from sponsors
- Coordinate military payments with Alverno's Certifying Official
- Assist Director with projects including, but not limited to, proofing documents, running reports, and generating weekly spousal disclosure forms.
- Notify the Director of any concerns related to debt collection, record-keeping, or customer interactions.
- Maintain proactive, positive relationships across administrative and academic departments; collaborate on projects and requests as needed.
- Participate in department meetings, committees, and official College functions as assigned.
- Represent the College's mission and values, fostering a community of collaboration and mutual respect.
- Comply with safety procedures and maintain clean and orderly work areas.
- Perform other tasks as necessary to support the mission of the College.
- Demonstrate a strong commitment to diversity, inclusion, and multicultural competence in both educational and workplace settings; actively contribute to the College's strategic inclusion initiatives.

### **Qualifications**

- Bachelor's degree is required.
  - Minimum of 2–3 years of office experience, preferably in an academic environment.
  - Prior leadership experience is a plus.
  - Strong and accurate data entry skills.
  - Spanish/bilingual skills are preferred.
  - Requires basic math skills and demonstrated accuracy with figures.
  - Requires the ability to work with and maintain confidential information.
  - Exceptional customer service skills, with the ability to communicate professionally and respond promptly in a student-centered environment.
  - Excellent interpersonal and teamwork skills; able to collaborate effectively in both team and small group settings.
  - Demonstrated flexibility and adaptability in a dynamic work environment, with the ability to prioritize tasks, manage multiple responsibilities, and work through frequent interruptions.
  - Proficiency in Microsoft Office Suite (Word, Excel, Outlook), Google Workspace, and database systems.
  - Must have the ability to read, interpret, write and accurately complete documents such as forms and general correspondence.
  - Willingness and availability to work occasional evenings and weekends as needed.
  - Physical ability to move throughout the campus; frequent sitting, talking, and hearing required. Visual requirements include close vision and color vision.
- A demonstrated commitment to diversity, equity, inclusion, and multicultural competence in both educational and workplace settings. Candidates should be willing to actively support the College's strategic plan for inclusion.

### **Working Conditions**

- General office environment with activity peaks (primarily occurring during the weeks before and after the start of two academic terms).
- Frequent interruptions
- Bending, lifting as associated with normal filing and storage procedures.

### **How to Apply**

- Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>
- Please attach your cover letter, resume, and list of references to the online application

In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact [HR@alverno.edu](mailto:HR@alverno.edu).

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