



**Posting Date:** February 2022

**Position:** Student Account Specialist

**Department:** Student Accounts

**Hours per Week:** Fulltime/12  
Month

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

The College is seeking applicants for a full-time Student Account Specialist located in Milwaukee, WI. Alverno College health, disability, and retirement plan enrollment is available to full time employees and eligible dependents. Tuition benefits are available for employees and qualified dependents.

**Primary Function:** To provide superior customer service, collect on tuition accounts, and perform administrative duties associated with the accounts receivable functions of the College. Support the Director and Assistant Director with backup and special project responsibilities. Monitor student success with payment plans and provide proactive support in conjunction with 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 primary contact during shift and provide assistance and information to students (current and prospective), parents, faculty, staff, and other visitors
  - Serve as primary Student Account office back-up for front desk coverage needs.
  - Respond to phone, in-person, and email inquiries
- Accounts Receivable
  - Process student accounts, including but not limited to, tuition payments, payment plans, miscellaneous charges, and invoice adjustments
  - Work with Director to ensure that timely collection calls are placed
- Student Financial Support
  - Attend meetings for new students
  - Assist with new student orientation presentations



- Monitor outstanding payment plans and complete proactive and supportive outreach
- Assist Director with projects including, but not limited to, proofing documents, running reports, and generating weekly spousal disclosure forms.
- Notify Director of any concerns or issues related to Student Accounts including collection of debts, record-keeping, or interactions with customers.
- Cashier
  - Accept monies to deposit daily from all departments within the College via the service counter and the mail, as assigned.
  - Reconcile cash drawer and safe, prepare daily bank deposit, and reconcile petty cash drawer
- Student Accounts Department Support
  - Provide administrative support to Student Accounts including, but not limited to:
    - i. Data entry and maintenance of databases
    - ii. Maintain records, file and archive records
    - iii. Photocopy and distribute forms
    - iv. Generate daily reconciliation reports for Finance Department
  - Complete all emergency aid student refunds
  - Primary back-up for ACH payment plan and student refund processing
  - Provide back-up for other positions within Student Accounts, as needed
- Assist Director with Perkins Loan Re-assignment project
- Collaborate with other departments as needed to complete projects
- Participate in department meetings, committees, and official College functions as assigned
- Respectful of the Alverno College Mission and values, and represents them in a manner that helps build community, collaboration, and the reputation of the institution
- Comply with safety procedures and maintain clean and orderly work areas.
- Perform other tasks as necessary to support the mission of the College.
- Successful candidate will have demonstrated commitment to promoting diversity, inclusion, and a multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion

### **Qualifications and Education**

1. Bachelor's degree is required.



2. Minimum 1 – 2 years previous office experience (academic environment preferred).
3. Previous leadership experience is a plus.
4. Spanish/bilingual skills are preferred.
5. Superior customer service skills including the ability to communicate and respond to both internal and external customers professionally and in a timely manner.
6. Strong interpersonal skills including the ability to work and communicate effectively in teams and small groups.
7. Flexibility and adaptability to changing business environment with the ability to prioritize, multi-task, and work with frequent interruptions.
8. Working knowledge of Microsoft Office (Word, Excel, Outlook) and database systems.
9. Must have the ability to read, interpret, write and accurately complete documents such as forms and general correspondence.
10. Requires basic math skills and demonstrated accuracy with figures.
11. Requires the ability to work with and maintain confidential information.
12. Quick and accurate data entry skills.
13. Willingness and ability to occasionally work evenings and weekends.
14. Must be able to freely move throughout the campus and have the ability to regularly talk and hear. The employee is frequently required to sit. Must have the ability to bend and lift as associated with normal filing and storage procedures. Specific vision abilities required by this job include close vision and color vision.

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion.

### **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>

**Please attach your cover letter, resume, and list of references to the online application**

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