

Knowledge and Skills:

1. Bachelor's Degree in Business Administration or related field
2. Three to five years of higher education experience directly related to administration of student accounts and financial transactions Requires advanced knowledge of Microsoft Office (Word, Excel and Outlook).
3. 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
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. Previous experience with Ellucian products, specifically Ellucian Colleague, is preferred.
6. Demonstrated analytical and problem-solving skills. Must have a strong work ethic and be highly self-motivated and results-oriented with the ability to manage multiple priorities and meet deadlines. .
7. Solid organizational skills, accuracy and attention to detail a must.
8. A strong commitment to the mission of the College.
9. Requires some evening & weekend working hours.

Working Relationships:

1. Work closely with other departments within the College to improve efficiency and effectiveness of current policies and procedures including but not limited to Admissions, Advancement, Bookstore, Finance, Financial Aid, College Event & Planning and International & Intercultural Center.

Working Conditions:

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