



Corban University
Position Description

Student Accounts Billing Specialist

DEPARTMENT:	Financial Services
REPORTS TO:	Associate Director of Student Accounts
FLSA STATUS:	Non-Exempt / Full Time
Revised	August 2018

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MISSION: To educate Christians who will make a difference in the world for Jesus Christ.

SUMMARY: Maintains all functions related to student accounts at both the graduate and undergraduate level to ensure that all student accounts are both accurate and fully paid. These responsibilities are carried out in a customer service environment that strives to provide accurate and timely service to students, contributes to efficient and collaborative ethos among co-workers and stake holders and maintains compliance with University policies.

ESSENTIAL FUNCTIONS:

- Manage and maintain student account data which includes all school charges such as tuition, fees, finance charges, financial aid, company reimbursement and payments on account.
- Set up billing parameters for each new semester coordinating course name and fee updates with both Academic Services and IT Departments.
- Run initial student billing as well as monthly statements, and regular finance charges on an established and consistent schedule.
- Oversee the weekly disbursement of financial aid from the PowerFAIDS program to Campus Anywhere, and evaluate aid overages for refund based on university and federal policy.
- Coordinate all Student Account invoicing which includes outside organizational assistance such as VA, Vocational Rehabilitation, employer reimbursement, sister institutions for Ambex participants and International Partnerships.
- Maintain regular Perkins loan processing, maintenance and reporting.
- Assist with reclassification and timely transfer of delinquent accounts to collection agencies.
- Respond to student questions regarding tuition charges, fees, finance charges and delinquent balance transfers.
- Work proactively and collaboratively with the Student Accounts and Financial Aid teams to resolve student account issues.
- Participate regularly in Student Accounts Team meetings to evaluate department goals and division of duties.
- Contribute to broad based management of the Financial Services Office by providing input to office policy and procedure decisions.
- Maintain accurate policy and procedure manuals for Student Accounts billing.
- Serve in a support role and back up administrator for Associate Director of Student Accounts.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Technical competency with strong computer and data reporting skills are essential



- Customer service driven with an ability to interact with students and outside vendors in a professional manner that represents Corban University with integrity and courtesy
- Detail and precision oriented with an ability to analyze, organize and prioritize work while meeting multiple deadlines
- Strong oral and written communication skills
- Ability to counsel people who may be experiencing strong emotions about financial matters demonstrating compassion and empathy for those being served
- Ability to work well within a team environment
- Ability to problem solve and build trust with key stake holders and co-workers
- Ability to exercise good judgment and handle confidential information in a discrete and professional manner
- Expected to grow in knowledge of laws, rules and regulations that relate to financial aid and compliance requirements
- Teachable toward industry best practices

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's Degree required.
- Experience in a Financial Aid or Student Accounts Office preferred
- Experience in a similar field with an emphasis on customer service required.
- Proficiency with the Microsoft Office suite of tools required
- Evangelical Christian commitment and lifestyle consistent with the university's mission as described in our Statement of Faith
- Candidates should value an environment that reflects the diversity of God's kingdom, engages in global concerns and connects culturally

WORKING CONDITIONS: Traditional office environment and hours; extensive contact with students, parents and staff. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Corban University is a private comprehensive university of liberal arts, ministry, and professional studies with a mission to educate Christians who will make a difference in the world for Jesus Christ. All employees are expected to model servant leadership in all aspects of their work. Corban values and recruits for a workforce that is diverse in gender, age, ethnicity, race, and/or ability, and seeks employees who will interact with the Corban community in a way that reflects a commitment to cultural proficiency. Where permitted by law and consistent with the school's history, mission, and core values, Corban exercises religious preference throughout the University. Employees must have a personal relationship with Jesus Christ, agree with the University Statement of Faith, evidence a mature Christian faith, and be an active member of a Bible-believing, Gospel-preaching local church.

To Apply

Interested Candidates please submit the following:

- A cover letter of expressed interest
- Resume
- Brief testimony of your Christian faith
- Completed Corban staff application found on our website: www.corban.edu/employment



Send or email to:
Corban University
Department of Human Resources
5000 Deer Park Drive SE
Salem, OR 97317
jobs@corban.edu
FAX: 503-375-7182