



Corban University
Position Description

STUDENT ACCOUNTS SPECIALIST

DEPARTMENT: Student Support
REPORTS TO: Associate Director of Student Accounts
FLSA STATUS: Non-Exempt / Full Time (35 -40 hours/week)
Revised September 2018

Application Process on Pages 2 and 3

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

SUMMARY: Processes student account transactions at both the graduate and undergraduate level to ensure that all student accounts are both accurate and fully paid. Provides excellent customer service, ensures accurate and timely responses to students, contributes to efficient and collaborative ethos among co-workers and stake holders and maintains compliance with University policies.

ESSENTIAL FUNCTIONS:

- Provide support for both the Student Accounts and Financial Aid teams with an emphasis on managing student payment plans and account collection.
- Monitor payment plans for delinquency and pursue payment through email reminders and personal phone calls.
- Serve in a support role and back up administrator for all aspects of student account billing.
- Maintain student account data including posting tuition, fees, finance charges, financial aid, and payments on account.
- Maintain an accurate policy and procedure manual for front desk processes and payment plan coordination.
- Respond to student questions regarding tuition charges, fees, finance charges and delinquent balance transfers.
- Work within federal, state, and institutional policies, procedures and regulations to provide Student Accounts and Financial Aid counseling services to students and families including financial aid eligibility, application procedures, aid programs, packaging policies, costs, billing procedures and payment plans.
- Work proactively and collaboratively with Academic Services, Student Accounts, and Financial Aid teams to resolve student account issues.
- Assist with the reclassification and timely transfer of delinquent accounts to third party collection agencies.
- Participate regularly in Student Account team meetings.
- Produce monthly student statements.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong computer and data reporting skills
- Ability to learn and adapt to new systems



- Detail oriented with an ability to analyze, organize and prioritize while working in an environment with frequent interruptions
- Customer service driven with an ability to interact with students and outside vendors in a professional manner
- Strong oral and written communication skills
- Ability to effectively counsel people who may be experiencing strong emotions about financial matters
- 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 judgment and handle confidential information in a discrete and professional manner
- Aptitude for understanding and applying laws, rules and regulations that relate to financial aid and compliance

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's Degree preferred
- Experience in a Financial Aid or Student Accounts Office preferred
- Proficiency with the Microsoft Office suite of tools required
- Experience in a similar field with an emphasis on customer service 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