



JOB OPPORTUNITY

Job Title: Student Billing Coordinator

Department: Business Office

Reports to: Assistant Controller

Reporting directly to the Assistant Controller, this position works closely with the Billing Supervisor in performing professional Bursar work related to billing, collection, and reporting of student tuition and fees. As a representative for Palo Alto University (PAU), this position contributes to a high quality of client service that attracts and retains academically qualified, culturally diverse, and socially conscious populations of students, faculties and staff.

JOB DESCRIPTION

- Uses analytical skills to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy; including querying and reporting from databases
- Ability to learn or a knowledge of and experience with report writer packages, i.e.; Infomaker, Crystal, SQL, etc.
- Assists with the establishment of policies and procedures to ensure positive, effective and open relationships with all clients of the Bursar Office including students, parents, faculty and administrators.
- Independently triage complex student inquiries/issues based on a cross-functional understanding of all Enrollment Services and Business Office functions that impacts the customer services each provides.
- Assesses the necessary services required to resolve the student inquiries/issues and provides specific point of contact referrals for students requiring additional support from other offices.
- Represents the Business Office at all student orientations by providing information concerning department policies, procedures and programs.
- Assists students in determining methods of payment
- Assists with student refunds in accordance with federal and state financial aid regulations and University policies and procedures
- Performs detailed analysis of student accounts and create billing statements upon request
- Processes corrections and send student the 1098-T form upon request
- Prepares daily journal transactions and monthly papercut transaction
- Reviews student financial data and prepares student payment plans; assist students with the processing of Furst loans, emergency loans, etc.
- Provides excellent customer services to our students, faculty, staffs and service providers
- Routinely handles confidential information; assists coworkers, customers, etc. with sensitive issues or decisions.
- Understands new regulations affecting student financial aid and how they apply to PAU students

- Assists in PAU's annual audit process

QUALIFICATIONS

- Bachelor's degree with a major in accounting, business administration, finance or a closely related field from an accredited college/university or a combination of education and experience which provides the required knowledge and abilities.
- At least two years of professional accounting experience
- Five years of professional level bursar experience preferred
- Excellent analytical ability and experience in detailed accounting transactions and accounts receivable
- Comfortable dealing with numbers and the processing of financial information
- Demonstrated excellent interpersonal and customer service skills.
- Excellent attendance and punctuality and collegial and diplomatic behavior at work are essential functions of this position
- These qualifications may be waived for individuals with appropriate alternate experience

Specific Knowledge, Skills, and Abilities

- Sound understanding and practice of exemplary customer service
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy; including querying and reporting from relational databases
- Ability to learn or a knowledge of and experience with report writer packages, i.e.: Infomaker, Crystal, SQL, etc.
- Interacting effectively as a member of a team and working collaboratively with other departments
- Proficiency with Microsoft Excel, web browsers and integrated financial systems, preferably Jenzabar
- Excellent analytical and organizational skills, and strong attention to detail
- Outstanding interpersonal skills
- Ability to communicate with an ethnically and culturally diverse campus community
- Ability to interpret and follow instructions and policy guidelines
- Ability to interpret federal and state financial aid regulations
- Ability to prepare clear, accurate student statements and reports
- Ability to understand and apply applicable rules, regulations, policies, and principles

TO APPLY: In addition to a résumé, please include a cover letter detailing your interest in the position as well as relevant qualifications, and salary requirements. Please send resume and cover letter with "Student Billing Coordinator" in the subject line to mramakrishnan@paloalto.edu.