



Student Accounts Assistant

OVERVIEW: The Student Accounts Assistant is responsible for working with students in various ways to ensure payment of their account balances, processing of student requests and assisting the Business Office with various tasks.

EDUCATION: Bachelor's degree preferred.

EXPERIENCE: Prior office/collections experience or training. Knowledge of Microsoft Word.

LICENSE OR CERTIFICATION: None

PHYSICAL REQUIREMENTS: No substantial physical activity required. Ability to handle 40 pounds.

EXAMPLES OF DUTIES:

- Performs receptionist duties such as greeting visitors, answering inquiries relating to past due student accounts, registration, and routine incoming telephone calls and mail.
- Monitors payment activity on past due student accounts, prepares and mails collection letters.
- Makes phone calls to past due accounts according to University procedures.
- Establishes and maintains files and record keeping systems as they relate to past due student accounts.
- Reports to the Executive Vice President for Operations those accounts deemed uncollectable.
- Operates various office machines such as computers, calculators, and copiers.
- Assists in the registration process and processing of payments (cash, check and credit card).
- Performs the duties of the Director for Business Services in her absence.
- Process University faxes on a daily basis.
- Work with other University departments to ensure student inquiries are properly handled.
- Assist with Student Registration and processing of student requests.
- Assist with the processing and delivery of University mail.
- Perform other duties as assigned.

QUALIFICATIONS FOR APPOINTMENT:

- A confessed Christian believing in the principles and beliefs taught in the New Testament of the Bible.
- Knowledge of general office practices and procedures.
- Knowledge of telephone etiquette.
- Knowledge of University policies and procedures.
- Ability to communicate effectively, both orally and in writing and to take accurate messages and keep detailed records.
- Ability to exercise important human relations skills in establishing and maintaining effective working relationships with fellow employees and handling upset, irate, and/or abusive persons on the telephone or in person.
- Ability to be self-directed including organizational skills, initiative, timeliness and follow-through.
- Ability to work both independently and collaboratively.
- Professionalism in speech, dress and manner consistent with University standards.

Amberton University is an Equal Opportunity Employer and operates in accordance with Christian principles. While the University does not discriminate on the basis of religion for admission, it does require a Christian belief for employment.