

Assistant Director, Student Accounts Systems (Ref: SFS-ADSAS)

Summary: This full-time position is responsible for providing technical expertise, management of charge table and billing, data manipulation, support data analysis and report development for the Student Accounts unit of the Student Financial Services Department. This position reports to the Senior Director of Student Accounts.

This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay for hours worked above 40 in a single work week.

Essential Duties and Responsibilities include the following:

- Design, develop and validate data tables used for student account charges and ensure changes are backed up by documentation required.
- Create and maintain reports using Jenzabar data, providing for Student Financial Services institutional, state and federal and foundation needs.
- Manage the 1098t and 1042S IRS tax documents and ensure uploads and information is done within IRS guidelines. Produce government data files; submit files to IRS and reporting partner.
- Provide interface and accurate timely data transfer between college vendors such as Chartwells and Wiley as well as departments within the university (Residence Life, Campus Police, Finance, et al).
- Manage upgrades to the Jenzabar system, serve as subject matter expert on student account charges and produce timely, accurate statements to students.
- Develop protocols and methods for gathering information from all departments involved in student charges and systems.
- Update and develop online forms, report templates, group messaging and the addition of group notes to student accounts.
- Work with IT to create new views and fields for reporting and optimize proper use of data.
- Chair the SFS Coordination Committee with representatives from all applicable university departments to ensure transparent communication and timelines are understood.
- Assist the Senior Director of Student Accounts in the management of student account AR and servicing of student accounts by the unit.

Secondary Duties and Responsibilities:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required

- 3-4 years of experience managing relational databases.

- Proven customer service skills and enthusiasm for providing exceptional service to a diverse population of graduate and undergraduate students, their families, staff, faculty and other constituencies.
- Excellent computer proficiency required with experience in ERP systems and data base support, strong proficiency in MS Office including Access and SharePoint.
- Ability to quickly learn and apply new knowledge and skills.
- Proven exceptional attention to detail and ability to consistently produce error free results.
- Demonstrated organization and follow-up and follow-through skills to ensure completion of goals and objectives.
- Proven success in working on a team and completing tasks independently.
- Excellent written and verbal communication skills and track record of proactive communication and knowing when escalating issues.
- Proven ability to identify, define, analyze, and resolve complex problems.
- Exceptional follow-up and follow-through skills as well as ability to plan, organize and control projects through to completion.
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Familiarity with Jenzabar a plus.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; familiarity with FERPA a plus.
- Ability to remain calm and resourceful in stressful situations.
- Bachelor's degree in related field or equivalent combination of education and experience.

Application Process

Qualified candidates should submit the following via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. a cover letter addressing the position qualifications, your experience and salary requirements
2. current résumé
3. contact information for three professional references.

Be sure to include "SFS-ADSAS" and **YOUR NAME** in your email Subject Line.

(Example: REF: SFS-ADSAS Shawn Mullin)

Applications received by June 30, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations and use a computer system – 75-100% of the

time

- *Hearing:* Hear well enough to communicate with co-workers, vendors and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 75-100% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs,

veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

The above description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.