

Director, Student Accounts

Summary: Reporting to the Vice President for Strategic Enrollment and Communications, the Director plans, develops, manages, and administers programs that support the billing and collection of student revenue. The Director's efforts directly impact Queens' five colleges and schools and other units on campus. Together with the Vice President, the Director regularly works with students and families, deans, faculty, staff, alumni, and various community partners and organizations to ensure Queens meets its revenue goals. This is a full-time, benefits-eligible position. *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:

- Direct, supervise, and mentor employees to develop and maintain a high-performance culture that centers students and families and strives to meet University goals.
- Oversee the student accounts receivable program, including, but not limited to, billing, payment plans, account reconciliations, payment administration, collection procedures, write-offs, bad debt, resolving discrepancies, and communication.
- Coordinate the accurate preparation and completion of state and federal tax forms and reports including, but not limited to forms 1098T and 1042S. Ensure timely submittal of payments and reports to the IRS and other government entities.
- Prepare, evaluate, and process student account refunds in accordance with Title IV regulations, federal and state law, and University policy.
- Manage third-party invoices for payment by government entities, employers, and other outside organizations.
- With Assistant Director, maintain and update billing/charge tables in the University's financial system to assure all revenue and expenses are reflected appropriately in the general ledger.
- Utilize discretion in the enforcement and application of University policies around collections placements, late fees, policy exceptions, drops, withdrawals, appeals, etc.
- Analyze student accounts for accuracy, resolve discrepancies in a timely manner and ensure the proper posting of all charges and payments.
- Coordinate Title IV, federal, state, and VA payment receipts, maintaining compliance with federal, state, and institutional disbursement and collection policies, posting of financial aid and government payments, drawing down funds in collaboration with finance and financial aid, reconciling awards, and ensuring the timely processing of student disbursements and refunds.
- Serve as the principal liaison to partners and vendors associated with students accounts and merchant and payment services. In addition, this position is the principal audit liaison for student financial services and ensures the timely and accurate completion of audit requests.
- Collaborate with financial aid, registrar's office, housing, student affairs, academic affairs, finance, and other internal departments to ensure student account accuracy and the proper flow of information.
- Oversee the posting and accuracy of all general ledger and accounting matters associated with student accounts, AR, enrollment-driven revenue, loans, grants, and other sources of revenue.
- Partner with the finance team to ensure the timely completion of monthly and year-end close processes and to manage the University's accounts receivable program.
- Ensure compliance with all federal, state, local, and institutional laws, policies, and procedures.
- Manage the student health insurance program for all students. This includes, but is not limited to, vendor relations, billing, verifying waivers, and reconciling payments.

- Communicate effectively to students, parents, faculty, staff, partners, and other stakeholders via all communication methods.
- Manage the University's petty cash program to include, but not limited to, safeguarding resources, ensuring compliance, and accurate reporting.

Secondary Functions:

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

Experience, Knowledge and Skills:

- A commitment to equity and passion for supporting increasingly diverse student populations.
- Ten (10) years of successful experience in accounting, reporting and financial analysis. Higher education experience is strongly preferred.
- Extensive experience leading and improving accounts receivable, including billing, payment plans, account reconciliations, payment administration, collection procedures, write-offs, bad debt, resolving discrepancies, and communication.
- Proven track record of selecting, developing and leading a high-performing, cohesive team.
- Knowledge and proficiency in leveraging SIS; Jenzabar experience preferred.
- Experience preparing and submitting state and federal tax forms and reports related to student accounts.
- Familiarity with preparing and processing student account refunds in accordance with Title IV regulations and federal and state law.
- Experience maintaining billing/charge tables to ensure revenue and expenses are reflected appropriately in the general ledger.
- Experience coordinating Title IV, federal, state, and VA payment receipts
- A desire to grapple with complex systems and to simplify intricate processes for students and staff.
- Excellent interpersonal and communication skills (verbal, written, presentation), including exemplary poise, tact and diplomacy when working with a wide range of constituents and diverse audiences.
- Demonstrated organization and planning skills; strong follow-up and follow-through skills to ensure achievement of goals and objectives.
- Strong reasoning skills and the ability to define problems, collect data, establish facts, draw valid conclusions, and make well-thought-through recommendations.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Resiliency in the face of challenge and a yearning to move beyond the status quo and a track record of doing so.
- Must possess a strong, self-driven work ethic and love taking initiative and seeing things through to completion.
- Proficiency with Microsoft Office suite.
- A bachelor's degree from an accredited institution or equivalent combination of experience and education.

Application Process

Qualified candidates should submit documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing position qualifications and experience
2. Current CV or résumé

3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**DIR-SA**” and **YOUR NAME** in your email Subject Line.
(**Example:** DIR-SA Shawn Mullin)

Submissions received by February 18, 2022 will receive first consideration.
Queens will continue to accept applications until the position is filled.

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.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger.

Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world’s most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

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, childbirth and conditions related to pregnancy or childbirth), 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.

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.

Physical Requirements *(with or without reasonable accommodation)*

- Remain in a stationary position, most of the time.
- Exchange accurate information with co-workers and clients, frequently.
- Read reports, create presentations, use a computer system, most of the time
- Communicate with co-workers, clients and vendors, most of the time.
- Write, type, and use the computer, telephone, copier, and other office equipment systems, most of the time.
- Move about inside the workspace to access resources and office equipment, and attend meetings across campus, regularly.
- Exert moderate force to move objects, occasionally.
- Think critically, concentrate on the task at hand, and respond quickly to changes in conditions, most of the time.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional evenings and/or weekends.
- Work in office environment, involving contact with donors, faculty, staff, students, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

Nothing in this job description restricts the university's right to assign or reassign duties and responsibilities to this job at any time; this description reflects the university's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned; this job description is subject to change at any time.