



# Bluefield State University

Job Vacancy Announcement

## Manager of Student Accounts

**POSITION TITLE:** Manager of Student Accounts

**JVA #:** 2025-01

**DEPARTMENT:** Business Office

**POSITION CLASSIFICATION/ COMPENSATION:** This position is Nonclassified, Full-time 1.0 FTE, carries an Exempt status under the Fair Labor Standards Act, and serves at the will and pleasure of the President. Salary will be commensurate with qualifications and experience. Position is dependent upon available funding.

**POSITION SUMMARY:** The Manager of Student Accounts will supervise the operations of the Student Accounts (Accounts Receivable) at Bluefield State University in support of dual objectives to optimize the student experience and minimize delinquent accounts. The incumbent will oversee the day-to-day operations and ensure the accurate and timely resolution of customer service inquiries related to tuition, fees, invoices, payments, refunds, collections, delinquent accounts, and University receivables.

### **CORE RESPONSIBILITIES:**

1. Monitor and ensure the timely and accurate resolution of customer service inquiries through all channels (in person, phone, and voice mail). Customers may include students, parents, guardians, faculty, other BSU staff, and/or external customers and stakeholders.
2. Independently research and resolve escalated student inquiries, referring issues to higher level management when required.
3. Review the potential student AR issues report and work rejections.
4. Ensure that professional, courteous staffing is maintained at all times via all channels. Ensure in-person coverage and cash collection functions are maintained at all posted times in the Business Office.
5. Ensure adequate cash handling controls and policies are followed and that reports are filed for cash payments in excess of thresholds as enforced by the IRS.
6. Process student refunds and ensure that all payment refunds are processed accurately and timely.

7. Process all university deposits, wires, and non-student invoices and receivables.
8. Maintain check books in Quicken (Pell, Direct Loan, Cares, SEOG, Federal Clearing Account, BankMobile Clearing Account, and Cash Advance Account) by verifying check postings, deposits, and redeposits.
9. Responsible for Third Party billing including but not limited to Tuition and Fees, books and supplies for Rehab, Veteran's Chapter 31 & 33, National Guard, Americorps, WIOA Workforce, Cultural Vistas, Council of Three Rivers, Department of Health and Human Resources Modify Program, Mountain State Baptist Association, CMAC, and Raleigh General Hospital.
10. Maintain knowledge of the Academic Calendar and related deadlines for payments, withdrawals, collections, and related deadlines to ensure staffing coverage is maintained.
11. Work with Director of Accounting and Financial Aid to analyze and resolve complex of difficult problems surfaced by students or Coaches.
12. Manage seasonal peaks. This may require working outside of normal business hours.
13. Perform other duties as assigned.

**MINIMUM REQUIRED QUALIFICATIONS:** Bachelor's Degree in Business, Accounting, Finance, or a related field. Two years of experience with billing, accounts receivable, and/or collections; customer service experience; experience with computerized accounting programs; advanced proficiency with Microsoft Office Products, including Excel, Outlook, Word, and Quicken Books; experience handling customer service concerns and conflicts successfully and professionally; Knowledge of Generally Accepted Accounting Principles (GAAP); Ability to plan and prioritize tasks independently in a fast-paced environment; Ability to communicate professionally and effectively in written and verbal forms with executive, senior management, faculty, staff, managers, and technical staff.

**THE UNIVERSITY:** The mission of Bluefield State University is to provide students an affordable, accessible opportunity for public higher education. A historically black institution, Bluefield State University prepares students for diverse professions, graduate study, informed citizenship, community involvement, and public service in an ever-changing global society. More information about the University is available at [www.bluefieldstate.edu](http://www.bluefieldstate.edu).

**APPLICATION PROCEDURE:** Completed applications are to be submitted in electronic format only to [humanresources@bluefieldstate.edu](mailto:humanresources@bluefieldstate.edu) and must include:

1. Letter of interest specific to the position;
2. A completed BSU Employment Application (form available at <https://bluefieldstate.edu/resources/human-resources/jobs>);
3. Resume/CV;
4. Contact information for at least three professional references; and

5. Transcripts (unofficial transcripts are acceptable for the application process; official transcript verification will be required of the selected candidate).

Please **do not** include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents. **Also, Bluefield State University does not provide H1B visa or employment sponsorship.**

**DATE POSTED:** January 17, 2025

**CLOSING DATE:** For full consideration, applications must be received by 4:00 pm EST, **Friday, January 31, 2025**. Applications will be accepted until the position is filled; however, applications received after the deadline may not receive full consideration.

*Bluefield State University is an HBCU, AA/EOE/ADA employer, committed to the principle that minorities, women, veterans, and individuals with disabilities are encouraged to apply. The university complies with all applicable federal and state laws designed to promote equal educational and employment opportunities. Bluefield State University does not provide H1B visa or employment sponsorship.*