



Student Account Coordinator

Full Time / Non-Exempt / Bi-Weekly

REPORTS TO

Associate Vice President for Financial Services

DEPARTMENT

Business & Finance

EFFECTIVE DATE:

July 2020

JOB SUMMARY

The Student Account Coordinator is responsible for various student account coordination functions in the Business Office as well as cashiering duties.

RESPONSIBILITIES

Essential Functions:

- Provide professional client service in all interactions, including greeting the customer, thanking each person, and performing accurate transactions in a professional and tactful manner. Always provide prompt, accurate and courteous customer service.
- Set up payment agreements/payment plans for students. Monitor status of payment plans for specific students and send reminders when necessary.
- Monitor account activity of specific student populations and Business Office accounts for accuracy of charges, payments and account reconciliation
- Arrange payment plans for current SNU students.
- Accurately maintain custody of cash and checks processed in order to balance and account for all funds at the end of each business day.
- Process monthly ACH payments through bank as well as monthly credit card payments.
- Process and collect ACH returns.
- Assist with all other cashiering functions of the Business Office.
- Liaison with SNU School for Children concerning their Business Office matters.
- Work with other team members to coordinate, prioritize and organize activities to meet established goals and assigned deadlines.



- Assist the Director of Student Financial Services in special projects as needed.
- Other duties as assigned by the Supervisor or the Controller.

Required Qualifications:

- Southern Nazarene University is an expression of the Church of the Nazarene. According to SNU policy, all faculty and staff must possess a strong personal Christian commitment and be committed to the SNU mission to make Christlike disciples through higher education in a Christ centered community.
- An understanding of the importance for diversity, inclusion and equity
- Bachelors preferred, high school diploma or equivalent required
- 2 years office experience
- Working knowledge of MS Office including Word and Excel
- 10-Key
- Strong sense of customer service
- Excellent interpersonal skills
- Commitment to the lifestyle standards of SNU

Preferred Qualifications:

- Accounts receivable experience

Supervision Received:

- Receives supervision and work assignments from a designated supervisor, although other staff members in the unit may provide work direction.

BENEFITS

Generous benefit structure including family health insurance plan (shared cost), long term disability, dental insurance, group life insurance, retirement, tuition remission, vacation, sick leave, personal days, and holidays.

Updated: April 15, 2019

**SOUTHERN NAZARENE UNIVERSITY
DIVERSITY STATEMENT**

Southern Nazarene University values each person created in the image of God, therefore, we also desire to be a community that reflects representation of diversity. We care about inclusion and equity through the refining of our character, the way we create culture and the way we serve Christ. Our University values reconciliation through God's love.

**SOUTHERN NAZARENE UNIVERSITY
NON-DISCRIMINATION/EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

Non-Discrimination/Equal Employment Opportunity Statement: Southern Nazarene University policy prohibits discrimination on the basis of race, sex, age, color, creed, national or ethnic



origin, marital status, disability, genetic information, veterans status or any other legally protected class in the recruitment and admission of students, in all personnel actions or decisions including, but not necessarily limited to, recruitment, hiring, training, upgrading, promotion, demotion, termination and salary, and in the operation of all university programs, activities, and services. Any concerns regarding discrimination on the basis of categories listed above should be addressed to the appropriate person:

Employees contact:

Gail Collier
Director of Human Resources
Southern Nazarene University
6729 NW 39th Expressway
Bresee Hall, Room 306
Bethany, OK 73008
[405-491-6333](tel:405-491-6333)/ Email: gcollier@snu.edu

Dr. Lena Crouso
Vice-President for Intercultural Learning and Engagement, Chief Diversity Officer
Southern Nazarene University
6727 NW 39th Expressway
Bresee Suite 200
Bethany, OK 73008
405-491-6600/ Email: lcrouso@mail.snu.edu

Anyone with questions or concerns regarding sex discrimination or the university's compliance with Title IX can contact the university's Title IX Coordinator:

Student Contact:

Marian Redwine
Associate Vice President of Student Life
Southern Nazarene University
6729 NW Expressway
Webster Commons, Lower Level
Bethany, OK 73008
[405-491-6336](tel:405-491-6336)/ Email: maredwine@snu.edu

Employee Contact:

Gail Collier
Director of Human Resources
Southern Nazarene University
6729 NW 39th Expressway
Bresee Hall, Room 306
Bethany, OK 73008
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TITLE IX DISCLOSURE

Under Title IX of the Education Amendments of 1972, Southern Nazarene University prohibits all unlawful discrimination on the basis of sex or gender in its educational programs and



activities, except where the University has been granted exemptions from certain Title IX regulations on religious grounds, including the specific religious tenet of the University.

No individual will be subject to any form of retaliation, discipline, or other adverse action for reporting conduct in violation of the university's nondiscrimination/Equal Employment Opportunity Statement, assisting/cooperating in making a complaint, or assisting with the investigation of a complaint. Any individual who believes they have experienced or witnessed retaliation should immediately notify the appropriate member(s) of the administration as identified above. Those found to be engaging in any type of discrimination in violation of law or university policy will be subject to disciplinary action, including dismissal or termination of employment.

*Christian faith and employment at Southern Nazarene University: Southern Nazarene University is an expression of the Church of the Nazarene. It reserves the right to prefer employees on the basis of religion (Title VII, Section 702-703, U.S. Civil Rights Act of 1964).