

## WARTBURG COLLEGE

### POSITION DESCRIPTION

#### Title of Position – Customer Service Specialist, Financial Services

Position No: SS-AD-BUS-04

Preparation Date: 08/18/2014

#### Function of Position:

Responsible to the Assistant Controller to provide customer service and work on special projects for the Business Office and Financial Aid Office. This is a twelve-month part-time position for approximately 1250 hours annually.

#### Duties and Responsibilities:

- 1) Serve students and parents by processing payments, explaining student accounts and answering questions about billing and financial aid. Assist with the distribution of student paychecks and related questions. Resolve conflicts with customers about accounts and research questions. Follow up with students regarding past due balances. Contacts may be made in person, by phone, E-mail or by mail. (60%)
- 2) Provide ongoing support to the Data Management Analyst, updating student accounts with miscellaneous charges, enrollment and residential life changes, and account maintenance. (10%)
- 3) Provide assistance to Financial Aid with the tracking and awarding of funded and endowed scholarships. (10%)
- 4) Serve faculty and staff by processing money on the All-Campus Spending account, cashing checks and answering questions. Contacts may be made in person, by phone, E-mail or by mail. (5%)
- 5) Provide assistance to the Collections Coordinator (prior A/R billings, posting prior A/R, skip tracing, and assist with collection agency placements and filing. (5%)
- 6) Prepare reconciliation of various accounts from detail to the general ledger and student accounts and investigate any differences. (3%)
- 7) Provide ongoing support to the Financial Services Coordinator, assisting with daily cash balancing, and counting deposits. (3%)
- 8) Process post-secondary, international S.O.S., and IREX programs billings and manage college saving plans. (1%)
- 9) Manage/Organize Student Payment Agreement forms. (1%)
- 10) Provide assistance to the Accounting & Information Systems Manager, performing data management and correspondence for unclaimed property and 1099-MISC reporting. (1%)
- 11) Perform other related duties as assigned. (1%)

#### Supervision:

Definite objectives are set up for the employee by the supervisor, requiring the use of a wide range of procedures. The employee plans and arranges his/her own work and consults with the supervisor on unusual cases.

#### Qualifications:

Requires equivalent of an Associate degree in business or related field and two years of customer service experience in an office environment; excellent oral and written communication skills; proficiency with 10-key pad, keyboard, and typing skills; solid knowledge and experience on PC in Windows environment, including use of Excel and ability to use Word; quick learner of computer systems in the PC windows environment; and strong commitment to customer service.

#### Application Procedure:

Send a letter of interest including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: HR@wartburg.edu or by mail to Human Resources & Payroll, Wartburg College, 100 Wartburg Blvd., Waverly, Iowa 50677-0903. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until the position is filled.

**WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from underrepresented groups.**