



# NATIONAL AMERICAN UNIVERSITY

## POSITION DESCRIPTION

### Central Administration

**I. POSITION TITLE:** Student Account Advisor for Distance Learning

**II. EMPLOYEE CLASSIFICATION:** Administrative/Professional

**III. JOB CLASSIFICATION:** Nonexempt

**IV. ACCOUNTABLE/REPORTS TO:** System Director of Student Accounts and Senior DL Student Account Advisor

**V. POSITIONS REPORTING TO THIS POSITION:** None

**VI. DUTY HOURS:** A minimum of 40 hours per week; variable; some evening and/or weekend hours may apply.

**VII. MINIMUM REQUIREMENTS:**

**EDUCATION:** High school diploma or GED equivalent required; associate's degree preferred.

**EXPERIENCE:** Prefer one to two years office experience with good accounting skills. Computer experience particularly in Excel and Word required.

**PHYSICAL:** Lift up to 30 pounds occasionally and lift up to 10 pounds frequently. Sitting, bending, keyboarding, speaking, hearing, seeing.

**SKILLS EXPECTATIONS:** Strong communication skills. Solid typing and ten-key. Ability to solve basic problems and /or situations. Excellent attention to detail and follow-up. Proven math and accounting skills. Ability to comprehend basic information

**VIII. BASIC FUNCTION/PURPOSE OF THE POSITION:** To provide technical and other assistance in the area of student accounts in support of the mission of the university as defined by the university president and the board of governors.

**IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:**

\* A. Counsel and assist assigned distance learning students in handling their school finances by completing the following responsibilities:

1. Authorize disbursement of student loan checks and EFT disbursements and check student's attendance.

2. Process and complete the student account portion of the registration procedure including promissory note and payment plan.
3. Collect balance owed on active student accounts utilizing phone contact, email, regular mail, blocking from class, etc.
4. Document all student contacts and attempted contacts in contact manager for future reference.
5. Maintain contact manager as a tickler to contact students.
6. Continually review student's account to ensure posting of appropriate charges and financial aid payments.
7. Process cash disbursement requests.
8. Prepare and updates collection report with collection and financial aid information
9. Determine if a student has withdrawn and process appropriate paperwork.
  - a. Complete refund worksheets, etc, forward for further action.
  - b. Use non-return list to verify paperwork processed for all students leaving school.
  - c. Continue to collect on outstanding balances for 90 days.
10. Process data entry on a daily basis

\* B. Review and make tuition adjustments, employee discounts and other miscellaneous entries.

\* C. Prepare invoices for CTA, MTA and VA as assigned.

D. Other duties as assigned

**X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:**

**A.** Partners and affiliates

**B.** Administration, faculty and staff

**XI. LIMITS OF AUTHORITY:** As defined by the policies, procedures and practices of the university and/or university president.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the institution.

\* Denotes essential elements of the position.