



NATIONAL AMERICAN UNIVERSITY

POSITION DESCRIPTION

Distance Learning

To apply submit an employment application ([click here for application](#)), resume, and letter of interest to: Distance Learning Campus Executive Officer
5301 S Hwy. 16, Ste. 200, Rapid City, SD 57701

- I. **POSITION TITLE:** Regional Financial Service Representative
- II. **EMPLOYEE CLASSIFICATION:** Administrative Professional
- III. **JOB CLASSIFICATION:** Non-Exempt
- IV. **ACCOUNTABLE/REPORTS TO:** Regional Vice President with dotted line authority to the System Director of Financial Aid and the System Director of Student Accounts.
- V. **POSITIONS REPORTING TO THIS POSITION:** None
- VI. **DUTY HOURS:** Monday through Friday, 8:00 am to 5:00 pm, with some evening hours to cover financial services scheduled hours, plus any additional hours as deemed necessary to carry-out the responsibilities of the position. Extensive travel required.
- VII. **MINIMUM REQUIREMENTS:**
 - EDUCATION:** Associates degree in accounting or related field required or a combination of some higher education coursework with extensive and proven experience in financial aid or financial services required. Bachelor's degree in business or related field preferred.
 - EXPERIENCE:** Two years experience in financial aid required. Previous office management and collection experience preferred.
 - BACKGROUND CHECK:** Ability to successfully pass a background check including being in good standing (not in default) on all Title IV Student Loans.
 - PHYSICAL:** Good seeing/hearing; good manual and finger dexterity; able to sit for long periods of time; ability to bend and stand for long periods of time; occasionally exert force to lift and/or move objects up to 20 lbs.
 - SKILLS EXPECTATIONS:** Effective grammar and communication skills. Ability to comprehend and analyze detailed information. Efficient computer knowledge with Word, Excel, Outlook and Internet. Provide attention to detail and follow up. Capable of solving complex problems and/or situations. Exhibit fundamental organizational skills.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: The regional financial services representative provides technical assistance in the area of financial aid and student accounts to students attending National American University. Assist with monitoring the activities of the campus financial services representatives (FSR) with regard to all their duties/responsibilities/expectations of the position and perform the FSR's daily/weekly duties and responsibilities for the FSR position in the absence of the FSR 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. Assist with the accuracy and efficiency, and the meeting of goals, by the financial services representatives in the region.
- * B. Work with the financial services representatives, campus executive officer and system directors of financial aid and student accounts to allocate assignments and responsibilities within the department to attain maximum efficiency, accuracy and service to the students.
- * C. Perform the FSR's daily/weekly duties and responsibilities for the FSR position in the absence of the FSR. Some duties include:
 - Counsel and assist campus students in handling their school finances through the Collection Report and Campus Vue Contact Manager.
 - Process and complete the student account portion of the registration procedures including promissory notes and payment plans.
 - Collect balance owed on active student accounts utilizing phone contact, email, regular mail, blocking from class, etc.
 - Document all student contact and attempts in contact manager for future reference.
 - Continually review student's ledger accounts to ensure posting of appropriate charges and financial aid payments.
- * D. Monitor inactive collections during the 90 days and pursue collections if necessary.
- * E. Be available to travel up to 50% to assigned campus locations and central administration as needed.
- F. Attend weekly collection calls for assigned campus locations.
- * G. Assist with the new FSR employee follow-up training at the assigned campus locations.
- H. Other duties as assigned by the regional president, system director of financial aid and the system director of student accounts.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:

- A. All NAU staff and faculty including central administration
- B. All students and parents
- C. Refer all federal and state agencies and organizations to the system director of financial aid/central administration.

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.