To apply, submit an employment application (click here for application), resume, and letter of interest to:
System Director Financial Aid
5301 S Highway 16
Rapid City, SD 57701

STUDENT ACCOUNTS FINANCIAL SERVICES ADVISOR
Position Description

Summary
Provide technical assistance in the area of student accounts to students attending National American University; offer assistance required in all facets of the student’s finance paperwork for students attending National American University in accordance with the mission of the university as defined by the university president, chief executive officer, and the board of governors.

Minimum Qualifications
Must satisfy the following minimum qualifications:
1. Bachelor’s degree or the equivalent combination of education and experience required.
2. One year customer service/office experience with proven accounting skills.

Skills and Attributes
Must possess the following skills and attributes: excellent written/oral and interpersonal communication skills; customer-oriented attitude; excellent organizational and computer skills; proven math and accounting skills; excellent attention to detail.

Essential Functions
The Student Accounts Financial Services Advisor performs the following essential functions:
1. Processes and completes the non-Title IV finance portion of the registration procedure, obtaining payment plans as needed.
2. Collects balance owed on active student accounts utilizing phone contact, email, regular mail, blocking from class, etc.
3. Documents all student contacts and attempted contacts in CampusVue Contact Manager for future reference.
4. Reviews continually all student accounts to ensure posting of appropriate charges and payments.
5. Prepares and updates collection report with collections and participates in weekly collection report meetings.
6. Prepares invoices for CTA, MTA and VA, as assigned.
7. Assists veterans in applying for VA benefits, as applicable.
8. Determines if a student has withdrawn and if the withdrawn student is available, reviews the account with the student. Uses the non-return list to verify accounts are reconciled for all students leaving the university.
9. Continues to collect on outstanding balances for 90 days.
10. Works with the reentry staff to assist in setting payment arrangements for students owing who wish to reentry.
11. Performs other duties as assigned.
Required Work Hours
Works forty hours per week during daytime, evening, and weekend hours. Scheduled work hours may change. Overtime may be required, or permitted with prior approval.

Reporting and Supervisory Responsibilities
1. The Student Accounts Financial Services Advisor reports to the Student Accounts Training and Financial Service Manager and the System Director of Student Accounts.
2. This position has no supervisory responsibilities.

Physical Requirements
Must be able to speak, hear, see, write, read, type, dial, reach, and bend.

Travel
Some travel may be required.

Classification
1. FLSA: Non-exempt
2. IPEDS: Community Service, Legal, Arts and Media

Note: This position description does not list every activity, duty, and responsibility of the position and may be altered at any time.

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I have read and understand the foregoing position description, and I acknowledge and accept the responsibilities of Student Accounts Financial Services Advisor.

_________________________________________  ______________________________
Signature                                           Date

_________________________________________
Print Name