

GORDON CONWELL

THEOLOGICAL SEMINARY

Title: Student Accounts Coordinator – Cohort Based Education
Reports To: Assistant Director Student Accounts
Location: Cohort Based Education Office – South Hamilton
Status: Part-time (20-25 hours per week)

Overview

Gordon-Conwell is a Protestant, evangelical, inter-denominational graduate school, unique with its broad array of nearly 2000 students and 200 faculty and staff from 98 denominations and 55 countries. Our four campuses include a residential model of education at South Hamilton, MA (our main campus); an urban context offering classes in five languages in downtown Boston, MA; adult educational models in our Charlotte, NC and Jacksonville, FL campuses, and cohort models involving students from around the world.

Our mission is to prepare men and women for ministry at home and abroad. Rooted in the gospel and God's Word, the seminary seeks to develop Christian leaders who are thoughtful, globally aware, spiritually mature and ready for a broad array of ministries. While being historically orthodox and evangelical, we seek to address the issues of our times with both relevance to the culture and faithfulness to Christ and God's truthful Word.

Position Summary

The Student Accounts Coordinator – Cohort Based Education is under the direct supervision of the Assistant Director Student Accounts. This position serves the students of the Cohort Based Education programs including Doctor of Ministry (DMin) and Latino and Global Ministries (LGM) programs. It will serve as a liaison between the Cohort Based Education Departments and Student Accounts by representing the needs of each department in their respective staff meetings and events.

This position will be physically housed in the Cohort Based Education office and will support the mission of the seminary as the primary contact for students in the Cohort Based Education programs regarding student financial matters. Responsibilities include but not limited to navigating the current Student Records System (SRS), monitoring overdue accounts, responding to student inquiries, assisting with preparation of statements, supporting partner programs, and supporting the Cohort Based Education and Student Accounts teams. This is a part-time position.

Key Responsibilities:

- 1. Preparation of Statements** – Work with the Cohort Based Education and Student Accounts departments to authorize and post quarterly tuition charges to student accounts in the current SRS. Prepare and organize statements for disbursement to students via email on a monthly basis. (10%)

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- 2. Responding to Student Inquiries** – Answer phone, email and in person inquiries regarding all student account matters for Cohort Based Education students. Input notes in current SRS database and maintain accurate and up to date records on student contact. Inform students of payment policies, payment options, and process payments. Work with students to collect Financial Aid documents and respective departments for awarding and applying financial aid to the student accounts. Assist the Student Accounts office with submitting invoices to outside parties responsible for paying student balances. (40%)
- 3. Monitoring Overdue Accounts** – Maintain an organized system for tracking and communicating with students overdue by 90, 120, and 180 days. Work with students to develop payment plans and follow up to ensure timely payments. Maintain accurate data for monthly and quarterly reporting on past-due students. Set up EFT payments as requested by students within the parameters established by the larger institution. (30%)
- 4. Supporting Relationships with Partner Programs** – Serve as a point of contact and reference for programs that partner with Cohort Based Education programs. Assist in processing student account payments and payment documentation administered by partner programs. (10%)
- 5. General Support** – Work collaboratively and proactively in communication with the staffs of Cohort Based Education and Student Accounts. Support Student Accounts staff by assisting with records management and cashier duties during busy seasons, vacations, and sick leave. (10%)
- 6. Other Duties as Assigned**

Required Competencies:

- **Language** – It is required that this incumbent is fluent in English and one of our other main languages of service; Spanish, Portuguese, Mandarin, or Korean.
- **Communication and Interpersonal Effectiveness** – The incumbent must have strong interpersonal, organizational and communication skills including the ability to work in a team setting across various departments. A strong work ethic, attention to detail, accuracy in handling and processing paperwork and ability to deal constructively and pleasantly with students and third parties as a representative of Gordon-Conwell.
- **Confidence and Competency with Educational Technology and Databases** – Proficient working knowledge of Excel, Word, Outlook, and other databases is a must. Experience with educational databases a plus.

Education and Experience:

- Undergraduate degree or equivalent experience preferred.
- Strong proficiency with Microsoft Excel and Word.
- Previous experience with databases, ideally in Student Record Systems, preferred.
- Proven track record of success in a billing or accounting setting.