

GORDON CONWELL

THEOLOGICAL SEMINARY

Title: Student Accounts Manager
Reports to: Assistant Director of Student Accounts
Location: South Hamilton, MA
Status: Full Time (37.5 hours per week)

Overview

Gordon-Conwell is a multi-denominational evangelical Protestant graduate school, unique with its broad array of over 2100 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 both our Charlotte, NC campus and our offerings in Jacksonville, FL; 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

Under the direct supervision of the Assistant Director of Student Accounts, the Student Accounts Team works together to serve Gordon Conwell students pursuing certification and degrees at our Hamilton, Boston, Charlotte and Jacksonville campuses as well as our Doctor of Ministry and Hispanic Ministry programs. The Student Accounts Manager supports the mission of the seminary by providing excellent customer service as a primary point of contact regarding billing, payments, payment plans, and general inquiries regarding Student Accounts. In addition, the Student Accounts Manager will lead the team in processing payment plans and facilitating student correspondence.

Key Responsibilities

- 1. Coordinating Student Care** Primary point of contact via phone, email, and in person inquiries regarding all student account matters for GCTS students across campuses and programs. Input contact notes in CAMS database and maintain accurate and up to date record on student contact. Inform students of billing processes, payment policies, payment options, and process payments. (45%)
- 2. Maintaining Payment Plans** Maintain an organized system for tracking and communicating with students who have missed in-semester payment deadlines and/or become past due. Work with students to prioritize timely payment on student accounts during the semester. After semester develop past-due payment plans and follow up to ensure timely payments. Maintain accurate documentation in spreadsheets and CAMS database regarding mail, phone, and email contact with past-due students. Maintain accurate data for monthly and quarterly reporting on past-due balances. Set up EFT payments for students. Manage payment portals and make changes as necessary. Assist accounting in reviewing and escheating credit balances. (35%)

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- 3. Preparation of Student Billing Communication:** Verify accuracy of tuition, fees, and departmental charges and organize statements for distribution to students at the start of term. Assist with review of student balance and late fees in preparation of semester billing. (15%)
- 4. General Support of Student Accounts** Work with communications team to manage website updates. Support department staff by assisting with cashier duties (cash management, payments) during busy seasons, vacations, and sick leave. (5%)
- 5. Other Duties as Assigned**

Key Competencies

- 1. Communication and Interpersonal Effectiveness:** The Student Accounts Manager 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 Student Accounts and Gordon Conwell.
- 2. Confidence and Competency with Educational Technology and Databases:** Knowledge of Excel, Word, Outlook and other databases a must. Experience with CAMS, SONIS or similar educational databases a plus.

Education and Experience

- The incumbent should possess a minimum of an undergraduate degree.
- Previous customer service, accounting or billing experience is preferred.
- Additional language proficiency preferred but not required (Spanish, Mandarin, Portuguese, Korean)