

Student Accounts Counselor

Position Description

The Student Accounts Counselor is responsible for provides customer service to students regarding their account, provides information regarding payment plans, explains University policies and procedures that effect student accounts, processes payments, and enters data into the computer system as necessary.

Essential Responsibilities

- Answer student questions concerning their accounts professionally.
- Process payments on accounts, disbursement checks, and statements daily.
- Enter day-to-day changes to students' accounts into the system daily.
- Process transcript approvals once a week and upon request.
- Conduct registration of all students: produce bill, sign tuition promissory note, establish payment method, process parking permits, create a student ID card, register all programs, reverse overcharges on registration/technology fees / ID cards / vehicle charges.
- Ensure that all currently enrolled students in all programs are on a payment plan that guarantees the student has a zero balance before entering the next semester.
- Process refunds or establish payment plans for exiting students.
- Provide meal plan details to the Bethany Café.
- Provide health insurance purchases to the insurance company.
- Greets and directs visitors at the front desk.
- Answers and manages the multi-line phone system.
- Opens, date-stamps, and distributes mail for the office.
- Maintains availability of forms at the front window, making copies as needed.
- Coordinates supply ordering for the office.
- Ensures that the office and vault have a neat, orderly, and clean appearance.
- Assists with preparation for and implementation of registration, including overseeing preparation of registration packets for registration.
- Performs other tasks as assigned.

Qualifications

- HS diploma or equivalent
- Possesses excellent communication and organization skills.
- Exhibits a positive, friendly demeanor.
- Previous experience in an office setting is preferred.

Lifestyle Standards

Recognize, understand, and agree to live by the moral and ethical standards of Bethany University as outlined in the Assemblies of God Statement of Fundamental Truths and the Bethany University Statement of Faith.

Salary/Compensation

This is a part-time position. Salary range is \$10-\$14/hour depending on experience.

Application Process

Applicants, who meet the qualifications listed above, may submit a letter of interest and resume to Human Resources using the contact information listed below.

Contact information:

Melissa Richardson, Human Resource Manager

800 Bethany Drive

Scotts Valley, CA 95066

resumes@fc.bethany.edu

Bethany University does not discriminate on the basis of race, color, national origin, gender, age, or disability.