



ANNOUNCEMENT OF POSITION VACANCY **Student Financial Counselor**

SUMMARY: Reporting to the Financial Counseling Manager, the Student Financial Counselor is primarily responsible for processing collection functions, coordinating payment arrangements on student accounts, and counseling students regarding potential financial assistance and general financial literacy concepts. This counselor performs special projects that include proactive student outreach, sending out student communications, assisting in cashiering duties and completing other related assignments as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

GENERAL RESPONSIBILITIES

Processes all collections and counseling functions to reduce overall delinquent accounts, provide financial education to students, and improve retention. Assists as a back-up cashier during semester start-up and other high volume periods during the year. Updates financial counseling operating procedures as necessary. Acts as a resource contact for staff, students, parents, other departments, and the public.

COLLECTION RESPONSIBILITIES

Assists in the university's collection function by processing student account adjustments and processing payment plan enrollments. Assigns accounts to outside collection agencies. Responds and coordinates communications with external collection agencies. Analyzes data using higher level statistical analysis to develop reports identifying trends for management's decision making. Assists in the maintenance of the Extended Payment Plan (EXPP) during the internal collection cycles.

COUNSELING RESPONSIBILITIES

Counsels students individually or in group sessions about financial assistance including explaining account balances, completing outstanding financial aid requirements, identifying outside resources, setting up payment plans, researching discrepancies, and making account adjustments as appropriate. Contributes to the development of proactive strategies in efforts to reduce the amount of outstanding student account receivable balances. This responsibility is carried out by monitoring account balances, coordinating early intervention measures for past due accounts, and communicating with students on payment deadlines. Assists with coordinating student communication relating to purging, pre-registration notifications, hold notifications, semester start up information, and final collection notices. Acquires cross-departmental knowledge to provide exceptional customer service to internal and external customers. Makes presentations at new student orientations regarding Accounting and Financial Services policies and payment expectations. These orientations take place on Fridays and sometimes on Saturdays; this counselor must be able to work Saturdays. Updates student records and assists in the development and maintenance of a tracking system to document students with special circumstances regarding an outstanding bill, payment arrangements, settlement agreements, etc.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED EDUCATION & EXPERIENCE:

A Bachelor's degree in business administration, accounting, or finance, OR a Bachelor's degree plus two years of direct work experience in student services, accounts receivable collections, or customer service is required. Degree must be from an accredited institution. Excellent oral, written, interpersonal, organizational and problem-solving skills are required. In addition, the successful candidate must have a customer services focus and be an innovative leader with a collaborative style that encourages teamwork and cooperation.

Colorado Mesa University is particularly interested in candidates who have experience working with students from diverse backgrounds and who have a demonstrated commitment to improving the levels of access and success for underrepresented students within higher education.

TYPE OF APPOINTMENT: Full-time administrative appointment.

SALARY: Commensurate with education and experience. Excellent health and retirement benefits package.

APPLICATION DEADLINE: Open until filled. To ensure consideration, complete applications must be received by June 23, 2017.

APPLICATION:

Submit a cover letter describing qualifications and experience as they relate to the specific requirements, responsibilities, and preferences of this position, current resume, a copy of transcripts for all degrees completed (official transcripts will be required upon hire), the names, phone numbers and e-mail addresses of three professional references, at least one of whom is a current or previous supervisor, and the following completed forms:

- [Applicant Authorization to permit Search Committee members to review candidate transcript](#)
- [Applicant Disclosure Form](#)
- [Applicant Background Check Authorization Form](#)
- [Voluntary Affirmative Action form](#)

Email to: CMUJobs@coloradomesa.edu. *Please put the search name in the subject line to ensure that your materials are forwarded to the appropriate search file. Electronic application materials must be submitted as a .pdf or Word document (no size limit). Electronic materials submitted in any other format will not be accepted. Please do not copy and paste application materials into the body of your email; send materials as attachments.*

Or mail to:

Student Financial Counselor Search Committee
Human Resources, LHH 237
Colorado Mesa University
1100 North Avenue
Grand Junction, Colorado 81501-3122
Phone: 970 248-1820

Colorado Mesa University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial and/or motor vehicle history. Applicant must be able to verify U.S. employment eligibility. Colorado Mesa University is an Equal Opportunity Employer, committed to a culturally diverse faculty, staff and student body. Women and minorities are encouraged to apply.