Coordinator, Student Business Services

Job Code 50028457

General Description
Responsible for coordinating all aspects of student-related communication, orientation, and tuition and fee billing.

Examples of Duties
Facilitate student business related services such as: student billing and payment information; prepare tuition statements; tuition information communication; charges; refunds. Prepare information regarding policy changes for social media dissemination. Review accuracy of fee assessment and billing. Prepare calendar of events for Student Business Services and provide information in collaboration with other university departments for the preparation of the academic calendar. Assist with updates and implementation of Student Business Services system software. Provide SBS system reporting information to committees as requested.

Knowledge, Skills, and Abilities
Knowledge of: University policies and procedures; student tuition rules, regulations, procedures and computer systems.

Skill in: establishing rapport with students and staff; providing courteous and cooperative assistance; demonstrating effective communication in matters of tuition, fees and refunds to students.

Ability to: read and interpret university policy; perform basic math; prepare clear, concise and correct documentation; comprehend payment methods and payment policies.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements