



**Virginia Union University  
1500 N. Lombardy Street  
Richmond, VA 23220**

**Vacancy Announcement  
Student Accounts Manager**

The Student Accounts Representative reports to the Student Accounts Manager. The position requires someone with excellent customer service skills and detail oriented.

**General Description and Responsibilities:**

- Prepare refund request.
- Follow-up with telephone calls on delinquent student/parents advising them on how to bring their account to current status.
- Responsible for special billing such as Military.
- Provide weekly updates of student account/balances.
- Preparing financial agreements.
- Invoice 3<sup>rd</sup> parties for payments.
- Provide customer service for our students, parents, faculty, and co-workers.
- Process Book Voucher/Commuter Meal Plans for our current students in the beginning of the fall and spring semesters.
- Provide back up for the Cashier and prepares daily cash report, if necessary.
- Process Transcripts for current students and graduates.
- Perform other duties as assigned

**Qualifications:**

- High School, Vocational or Business diploma,
- Good organizational, customer service and interpersonal skills,
- Must possess good oral/written communication skills,
- Ability to use computer and Microsoft Office, and
- Ability to work independently and set priorities.

**Salary:** Commensurate with experience

**Applications Deadline:**

Review of candidate materials will begin immediately and will remain open until filled. Applications should include a resume with three references and a cover letter and should be emailed to [Resumes@vuu.edu](mailto:Resumes@vuu.edu). Please call (804) 257-5841 with any questions.

The selected applicant may be required to submit to a background investigation. VUU is an Equal Opportunity Employer. We consider qualified applicants with regard to race, color, religion, sex, national origin, sexual orientation, disability, gender identity, protected veteran status, or other protected class.

**For more information about Virginia Union University, visit <https://www.vuu.edu/about-vuu>**

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