



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

**Vacancy Announcement**  
**Student Accounts Representative**  
Office of Student Accounts

Student Accounts Representative reports to the Student Accounts Manager. The Representative is responsible for, the daily operations of the office, and that the institution reaches its revenue goal. This includes billing and collection for tuition and loans; managing tuition payment plans; issuing student refunds for excess payments; determining residency classification; and the safeguarding of University assets in Student Accounts custody.

**General Description and Responsibilities:**

- Accounting and reconciliation for student's financial aid (scholarship & grant);
- Loan programs (federal and private);
- International student's tax collection;
- Compliance with all associated rules and regulations;
- Collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency;
- Manages payment plan options offered by the University;
- Reviews and evaluates student accounts with students and/or parents;
- Enters and maintains charges, credits, hold, etc. on the students' accounts;
- Monitors deferred payments to ensure accounts are current;
- Responsible for reversing write-offs when payments are received on accounts that were sent to a collection agency; and
- Required to perform all other duties as assigned by the supervisor.

**Qualifications:**

- 1-3 years of related experience.
- Self-motivated team player that will require minimal supervision.
- Analytical skills with in-depth knowledge of information systems and technical expertise with Microsoft Office (Word, Excel, Publisher), and Internet end-user applications.

- Excellent customer service and motivational experience are essential, as well as strong verbal and written communication skills.
- Strong commitment to service to parents and students is required.
- Strong written and verbal communication skills.

**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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