

The University of Akron
Classification Specification

Job Title:	Student Account Counselor	Job Code:	81008
Job Function:	Staff	Grade:	117
Job Family:	Bargaining Unit	FLSA:	Non-Exempt
SOC Description:	2000 Finance / Accounting Division	Date:	6/16;1/15

Job Summary:

Provide advisement and counseling services to students, parents, university departments and outside agencies on policies and procedures and federal and state regulations as they relate to the overall student account billing and payment processing which includes financial aid and third party authorizations. Perform processing operations, database management and administrative duties.

Essential Functions:

45% Counsel and provide guidance to students, parents, university departments and outside agencies on proper guidelines and procedures with diverse expertise in enrollment services such as financial aid, student accounts, student records, and registration. Manage service related inquiries (in-person, phone, email, fax) using professional counseling techniques and customer-focused service methods. Analyze status of student account using in-depth knowledge of university policies and procedures. Manage conflicts, resolve complaints, recommend solutions, and provide counsel in financial matters. Respond to questions and problems related to invoices, refunds, financial aid, records, other transactions, and customer service in general.

25% Assist with coordinating pro-active service efforts to improve student retention. Prepare financial reports and correspondence related to receipt activity. Review for accuracy/completeness of required documentation for processing, payments, loan documents, third party authorizations, waivers, outside scholarships and internal scholarships not handled by Financial Aid.

20% Act as collector for student and third party receivable which includes review of Ohio Attorney General Collection database and review of bankruptcy accounts and loan programs as assigned.

10% Maintain student database for audit purposes and necessary reports and billing for third parties. Act as liaison between departments and bursar's office for financial questions. Review and process routine refund requests.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 2 years' experience working in a student services function within a higher education environment. Strong communication and customer service skills interacting with students, parents, and the public required. Working knowledge of state/federal financial aid regulations and university policies and procedures required. Ability to interact with people from diverse cultures and backgrounds required. Computer skills including word and excel capabilities required. Ability to counsel students and parents regarding enrollment services required.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.