



Position Announcement

Western Connecticut State University Assistant Bursar – Accounts Receivable

Western Connecticut State University is pleased to announce that applications are being accepted for an Assistant Bursar – Accounts Receivable.

WCSU is committed to enhancing our diverse university community by actively encouraging people with disabilities, members of LGBTQIA and BIPOC communities, veterans, and women to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. WCSU is honored to be awarded the federal designation as a Hispanic Serving Institution (HSI). This accomplishment marks a pivotal moment in our progress toward fostering diversity, equity, and inclusion within our campus community.

The Cashier's Office (Office of the Bursar) is responsible for the billing and collection of all monies due to the University, operating under the guidelines and policies set forth by the CSU Board of Regents. Additional information on the department may be found on www.wcsu.edu/cashiers/. Information on the University may be found on www.wcsu.edu.

Position Summary: Assists the Bursar with the billing and collection of student tuition and fees. These responsibilities include communicating billing information and deadlines and notices, issuing statements, negotiating past due payment plan arrangements, reviewing past due accounts, application of holds, and coordinating all collection efforts of accounts receivable. Will also supervise clerical and student employee staff. Duties include:

- Responsible for the billing and collection of tuition and fees, billing timelines, and various departmental deadline information within the University's systems. Maintains all aspects of the billing system and past due payment plan program to ensure collection of accounts receivable.
- Responsible for updating bill notices, issuing statements, and monitoring student accounts to ensure timely notification and collection of receivables.
- Performs the past due payment processes, including drop for-nonpayment and the placement/removal of accounts receivable student holds.
- Monitors delinquent tuition/fee receivable accounts for notification of collection efforts, assignment to contracted collection agencies as necessary, reporting of agency collection activity, and performance of tax write-offs for delinquent tuition/fee accounts.
- Maintains contact with borrowers to keep demographic information up to date for accurate monthly credit bureau reporting, process payments, advances, and loan verification certificates in coordination with the contracted billing & collection servicer for Perkins/Nurse Faculty loan programs.
- Reviews past due/delinquent accounts for collections to determine course of action, including placement of holds on student account records in the Banner system, coordination of tax-offsets, and preparing assignments to the Dept. of Education for Perkins/Nurse Faculty loan programs. Verifies enrolled borrowers, reports and processes separation of students including coordinating the exit interview process,



Position Announcement

cancellations, forbearances, hardships, unemployment, and student deferments for Perkins/Nurse Faculty loan programs.

- Assists the Bursar in supervising the receipt and deposit of all revenues collected by the university.
- Counsels students and parents regarding financial responsibilities to the University. Resolves students' needs and billing problems in conjunction with the Financial Aid Office, Registrars, Admissions, and Residence Life.
- Remains current in best practices specific to areas of responsibility and ensures compliance with all board policies, state regulations, and federal regulations. Recommends and implement policies and procedures related to all areas of responsibility. Supports the Bursar in researching opportunities to optimize the student experience through effective communication plans and efficient processing.
- Submits new loan information for Perkins and Nursing Faculty loans to contracted billing servicer. Monitors and ensures that loan information is entered into contracted billing servicer system as loans are disbursed to student's accounts. Prepares monthly report that reconciles contracted billing servicer data to new loans issued on student's banner account. Reviews Cohort Cross Reference Report to identify borrowers that are in the cohort group for current year and next year's cohort group. Establishes contact with borrowers to request deferments, consolidate loans and/or set up repayment plans prior to assignment of delinquent account to collection agencies.
- Freezes/holds borrower records until borrower completes necessary forms and/or account is brought to current status.
- Reviews past due accounts for collections to determine course of action, which includes management of the tax intercept program.
- Coordinates with contracted billing servicer to ensure payments, deferments, separations, assignments to collection agency, etc. are processed in a timely manner.
- Responsible for preparing seriously delinquent accounts to be sent to the Department of Education (DOE) for assignment.
- Responsible for all phases of the collection process including proactive collection efforts on delinquent student accounts as well as sending past due notices, respond to all student account balance inquiries, placing delinquent accounts with the university's contracted collection agencies in accordance with guidelines and regulations established by the State of CT. Prepares monthly reconciliation report that reconciles collection agencies status reports to Banner.
- Verifies and processes collection agency invoices for payment by the Accounts Payable department.
- Manages the repayment agreement plans for student accounts which is essential for the university to meets its retention and enrollment goals.
- Responsible for the tax intercept program including listing delinquent accounts and fielding all related calls and inquires. Maintains list of students whose taxes are intercepted throughout the fiscal year. Monthly prepares tax intercept program report.
- Performs other duties and responsibilities related to those enumerated above which do not alter the basic level and responsibilities of the position. Assist with other operations of the University's Cashier's Office as needed.



Position Announcement

Qualifications

- Bachelor's degree and three (3) years of high-level administrative support experience in a business/financial environment is required. MBA preferred. Considerable knowledge of MS Office systems and procedures; ability to organize and coordinate workflow as well as devise and maintain record keeping and data systems is required.
- Knowledge of Microsoft Office including Outlook, Word, and Excel (or comparable spreadsheet application) is required.
- Demonstrated ability to communicate effectively with a wide variety of constituents, ability to work collaboratively, and manage multiple priorities.
- Three (3) years of experience in an intensive collection and/or customer service environment is preferred.
- Experience in Higher Education preferred.
- Knowledge of ERP Systems such as Ellucian's Banner and TouchNet preferred.
- Excellence in providing customer service.
- Multilingual or bilingual candidates are encouraged to apply.

Salary & Benefits: The hiring salary range is \$66,669 - \$92,356 and is commensurate upon candidates' experience. WCSU offers a comprehensive benefits package. Additional information on benefits can be found at www.wcsu.edu/hr/benefits/. All employment, if offered, is contingent upon proof of citizenship or employability under the requirement of the Immigration and Control Act (IRCA) and the successful passing of a background check. WCSU is committed to providing a safe campus community. Background investigations include reference checks, employment verifications, and a criminal history record check.

Application Process: Prospective candidates must submit a cover letter, which includes the names and contact information for three (3) professional references and a resume. Application materials must be received no later than **Tuesday, December 17, 2024**. Late applications will not be accepted. Application materials must be submitted to: <https://westernconnecticutstateuniversity.applytojob.com/apply/KJwDriKq33/Assistant-Bursar-Accounts-Receiveable>

State and Federal requirements expect that organizations with 100 or more employees invite applicants to self-identify gender and race. We kindly request all applicants to complete the Affirmative Action Data Questionnaire via the following link. <http://wcsu.edu/diversity/affirmative-action-data-questionnaire/>. Any questions may be directed to Ms. Keisha Stokes in the WCSU Office of Diversity and Equity at stokesk@wcsu.edu. Completion of this data will not affect your opportunity for employment, or terms or conditions of employment. This form will be used for reporting purposes only and will be kept separate from all search records and only accessed by the Office of Diversity and Equity.

Western is an Affirmative Action Equal Opportunity Educator/Employer