



## **Student Accounts & Financial Aid Administrator**

*The mission of Columbia Bible College is to equip people for a life of discipleship, ministry, and leadership in service to the church and community.*

|                           |                               |
|---------------------------|-------------------------------|
| Department:               | Business Office               |
| Faculty/Staff/Management: | Staff, non-management         |
| Load/Term:                | 1.00 FTE                      |
| Compensation:             | \$50,112 to \$56,376 per year |

### **Job Purpose**

The Student Accounts & Financial Aid Administrator provides oversight of Columbia Bible College's (CBC) student accounts, financial aid program, and the student loan processes. This position works closely with Admissions, Academics, Business, Finances and Donor Development to provide essential student services regarding financial accessibility and payment of accounts.

### **Duties and Responsibilities**

#### **A. Student Accounts**

1. Ensure the complete and accurate billing of all student accounts.
2. Communicate with students on payment requirements and negotiate Deferred Payment Plans.
3. Ensure timely collection of student accounts receivable within guidelines of student collection policies.
  - a. Issue refund requests and post to student accounts.
  - b. Work with Academic, Athletics and Student Development staff to coordinate communication of payment deadlines and address potential problem accounts.
  - c. Place delinquent students on transcript/ registration/ grade report hold.
4. Process all payments against student accounts (cheques, cash, debit, and credit cards).
5. Assist the Accounting Supervisor and CFO in reviewing and updating course fee costs and financial policies and procedures.

#### **B. Financial Awards**

1. Assist the process of developing strategies and operational goals for administering an effective Financial Awards program that will support CBC's mission and objectives.

## Schedule "A"

2. Maintain comprehensive policies and procedures for the Financial Awards program.
3. Administer the internal Scholarship/Bursary program for new and returning students, ensuring that students can access necessary information, and promote awareness regarding awards.
4. Coordinate and resource the Financial Aid Committee, which meets to select award recipients.
5. Provide the Donor Development department with relevant information on award recipients.
6. Track funded award balances.

### **C. Student Loans**

1. Coordinate CBC's student loan processes.
2. Assist students with applying for and maintaining government student loans, helping students navigate various government agencies.
3. Assist students with applying for external funding by processing all confirmation of enrollment letters and forms.
4. Represent the College to the Canadian provincial and federal government bodies regarding processing, reporting, and ongoing approval of Columbia's programs for loan consideration.

### **D. General Administration**

1. Administer the Financial Aid budget.
2. Work collaboratively with various departments within the College, such as the Academic Office, Business Office, Development Department and Admissions team, to ensure student's financial needs are being met efficiently and accurately.
3. Participate in Columbia recruitment efforts, presenting educational cost information and financial aid options to prospective students and their families, and collaborate with the Marketing team to ensure accurate financial aid information on the website and other communication channels.

## **Qualifications & Expectations**

### **A. Education & Experience**

- Bachelor's degree or equivalent.
- 3+ years of experience working in higher ed financial aid or student accounts roles or related areas preferred.

### **B. Skills and Abilities**

- Self-motivated and able to take initiative in problem solving.
- Strong interpersonal skills; a service orientation toward students and colleagues.
- Excellent written and oral communication abilities.
- Proficiency in all aspects of the Microsoft Office suite, Excel, Word, Outlook, Teams.
- Excellent data skills working with Student Information Systems (databases) and spreadsheets.
- Familiarity with student information systems and an understanding of the provincial and federal student loan programs
- Demonstrated organizational and administrative skills.
- Demonstrated time-management skills; ability to complete projects and meet deadlines.

### **C. Role Expectations**

## Schedule "A"

It is expected that the Student Accounts & Financial Aid Administrator will:

- Affirm agreement with and commitment to the CBC Mission Statement, BCMB or MCBC Confession of Faith, the Responsibilities of Community Membership Statement, and the ABHE Tenets of Faith.
- Affirm Columbia's core values and strive to pursue Columbia's Staff and Faculty Attributes
- Maintain membership and/or participation in a local Christian church.

### Working Conditions

A typical interior office environment.

This role is generally required to work Labour Day weekend (Sunday/Monday) with possible extra hours required during the first week of the school semester in September and January.

### Physical Requirements

No excessive physical requirements specified

### Statement of Relationships

The Student Accounts & Financial Aid Administrator reports to the Chief Financial Officer and works collaboratively with the following departments:

- Admissions to utilize financial awards in recruitment efforts.
- Academics to ensure student enrolment information is efficiently exchanged regarding loan eligibility and financial award eligibility requirements, and to utilize financial awards in retention efforts.
- Donor Development to administer all donor-sponsored financial awards accurately.
- Business and Finance Office to coordinate the payment of student accounts using Student Loan funds and assigned scholarships/bursaries.

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Employee signature

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Date

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Supervisor's signature

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Date