

## OFFICE OF ADMINISTRATIVE SERVICES STUDENT ACCOUNT COORDINATOR

### SUMMARY

The Student Account Coordinator will report to the Director of Financial Aid, is a member of the Office of Administrative Services (OAS) Team and will work with the Student Account Manager, Director of Financial Aid and Controller to provide quality service pertaining to the administration of student records, including financial aid, student accounts and billing. The OAS Team will work to ensure the accuracy, integrity, and security of University student and alumni records. The Student Account Coordinator will utilize available technology to deliver timely support and services to students, faculty, staff and other internal or external constituents and will interpret and apply the academic and financial policies and regulations of the University for the benefit of the institution and its constituents. This position is a non-exempt, full-time position with full benefits.

### DUTIES AND RESPONSIBILITIES

1. Provide service to all students in financial aid, billing, student accounts and applicable academic matters.
2. Assist in processing of financial aid and student account documents.
3. Ensure timely services to university constituents in a professional manner.
4. Accurately maintains student records.
5. Ensures timely processing of transcripts and other applicable academic requests.
6. Communicates Financial and Academic Policy to students and staff.
7. Assist with transfer work processes.
8. Communicate FERPA regulations with University personnel.
9. Data entry and report management.
10. Other duties as assigned.

### SKILLS AND ABILITIES

- Experience working with Microsoft Office Word Pro, Excel, Powerpoint and data entry
- Excellent organization ability, high level of accuracy, attention to detail
- Effective interpersonal and communication skills in dealing with others to ensure that requests or needs are met.
- Problem solving skills including the ability to acknowledge and clarify inquiries, requests, or complaints to ensure that needs are identified, documented and addressed
- Ability to prioritize and manage multiple tasks simultaneously and with minimal supervision
- Enjoy working with college students
- May be required to work some nights and weekends.

### QUALIFICATIONS

- Required: High School Diploma or GED

Previous experience related to data entry and working in higher education, accounting or business-related field.

University of the Ozarks reserves the right to consider an equivalent combination of education, training, and/or experience necessary to perform successfully the major duties and responsibilities of the position.

## APPLICATION PROCEDURES

Send a letter of interest, résumé, and three to five professional references to:  
[HumanResources@ozarks.edu](mailto:HumanResources@ozarks.edu)

Applications received by Friday, January 6, 2023 will be assured of full consideration.

Anticipated Start Date: February 2023

## ABOUT UNIVERSITY OF THE OZARKS

Ranked in the Top 10 of Southern region comprehensive baccalaureate institutions by U. S. News & World Report, University of the Ozarks is a Presbyterian-related institution that blends the liberal arts and professional preparation in a student-centered environment emphasizing quality teaching and student learning. The University serves approximately 800 undergraduate students on a beautiful campus in Clarksville, Arkansas, located along Interstate-40 approximately 90 miles northwest of Little Rock, and nestled between the Arkansas River and the Ozark Mountains. The University serves students from diverse religious, cultural, educational and economic backgrounds and welcomes students from throughout the U.S. and from more than 20 countries around the world. Knowing that diversity contributes to academic excellence and rich and rewarding communities, Ozarks is committed to recruiting and retaining a diverse faculty, staff and student body. The University is especially interested in applicants with diverse backgrounds and experiences and those with a successful record of teaching and working with diverse students, including historically underrepresented minority students and other underserved populations. Recent campaigns have enhanced facilities, academic programs and other campus initiatives. For more information about University of the Ozarks, visit [www.ozarks.edu](http://www.ozarks.edu).