



WEST VIRGINIA STATE UNIVERSITY



Accountant - Non Exempt Business & Finance - Office of Student Accounts

West Virginia State University

West Virginia State University (WVSU) is a public-land grant institution, which was founded in 1891 as a historically black university, and has evolved into a fully accessible, racially integrated, and multi-generational institution serving approximately 3,514 students. The University is a community of students, staff, and faculty committed to academic growth, service, and preservation of the racial and cultural diversity of the institution. WVSU offers 23 undergraduate and six graduate degrees through its four colleges and competes in athletics at the NCAA Division II level in five men's sports and five women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

Position Description

The Accountant fosters a welcoming and inclusive environment, working with diverse students, parents, faculty, staff and other involved parties by providing the highest level of student facing front-line customer service (such as in person, by phone, and email) regarding financial status with the University. This position would also work in collaboration with the Office of Financial Aid and the Office of the Registrar and other related offices at the University to ensure that functions performed are in compliance with federal, state and University policies and procedures. We dedicate each day to student success and retention, as well as equity, diversity, and inclusion

Responsibilities for the Accountant:

- Provides quality customer service and assures compliance with federal, state and university regulations, policies and procedures related to student accounts.
- Reviews and analyzes student accounts with regard to tuition, financial aid, auxiliary services and other account assessments; performs mathematical computations and processes any necessary adjustments; contacts internal and external customers, agencies, financial institutions and government agencies as needed to research and/or resolve discrepancies.
- Reconciles student, agency, and program accounts utilizing spreadsheet and database software to analyze and interpret student accounts and other account information.
- Reviews past due accounts receivable balances and coordinates with collection agencies on outstanding balances when applicable

- Answers telephone calls and/or emails from students, parents and staff members
- Manages and processes all payment plans for students
- Completes credit balance evaluations of accounts and prepares required documentation for processing of refunds to student, parents, and/or third party agencies.
- Calculates refunds for tuition based on a student's withdrawal or change in charges in addition to adjusting financial aid student accounts and billing accordingly.
- Communicates regularly with offices such as the Financial Aid Office, Registrar's Office and Residence Life to make the student account/billing operations as seamless as possible for the students.
- Creates electronic files for departmental use to increase efficiency and investigates new ways of completing work more effectively.
- May prepare and mail statements, invoices, reminders and collection notices.
- Performs related duties as required.

Knowledge, Skills, Abilities:

- Detect accounting/bookkeeping errors, resolve discrepancies and balance accounts
- Adhere to all university, state, and federal policies and procedures
- Effective oral and written communication skills and ability to communicate sensitive and/or complex information in a confidential and straightforward manner
- Ability to read and interpret documents such as financial reports, accounts and ledgers
- Commitment to customer service excellence and support
- Ability to problem solve and handle multiple priorities and deadlines
- Effectively communicate and interact with university personnel
- Ability to work independently with limited supervision
- Proficient user of Microsoft Office Excel

Minimum Qualifications:

- Bachelor's Degree in Accounting or Business field.
- Progressive experience in accounts receivable, billing, collections, accounting, and/or financial aid.

Preferred Qualifications:

In addition to the other minimum qualifications listed above:

- Higher Education experience
- Knowledge of BANNER

Salary Statement

\$35,000-\$40,000 salary and will commensurate with experience.

To Apply

This position will remain open until filled. However, first consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references, etc.) by **August 8, 2023**. All requested information must be submitted for your application to be considered.

Please submit application materials via email to jobs@wvstateu.edu.

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.

West Virginia State University is an Equal Opportunity/Affirmative Action institution. No person shall be denied admission to educational programs, activities or employment on the basis of any legally protected status, or be subjected to prohibited discrimination involving, but not limited to, such factors as race, color, creed, religion, national or ethnic origin, marital status, citizenship, sex, sexual orientation, gender identity or expression, age, disability, or protected veteran status. West Virginia State University is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation to participate in the job application or interview process, contact, please contact the Disability and Accessibility Resources unit at 3040766-3083 or ada@wvstateu.edu.