



## **Student Accounts Representative**

Point University is a private liberal arts institution that educates our students within a Christian worldview so they are equipped to take their faith into the marketplace and all of life while achieving their professional goals. We are training the next generation of Christian leaders to take the cross to more job sites, churches, industries, and nations than ever before. The Student Account Representative is integral in this mission and is responsible for managing students' accounts with outstanding customer service to students, family members, and internal constituencies.

### **Responsibilities and Primary Activities:**

- Providing superior customer service in all interactions with students and family members relative to questions related to students' accounts
- Handling cash receipts and taking credit card payments
- Ability to answer basic financial aid award questions
- Work in conjunction with financial aid to establish and monitor payment plans
- Communicate payment information to students
- Assist Director of Student Accounts with miscellaneous projects

### **Minimum Qualifications:**

- Solid customer service experience
- Sound judgment/able to appropriately handle confidential information
- Flexible and adaptable working style
- Excellent communication skills
- Demonstrated organizational skills with strong focus on attention to details
- Excellent interpersonal skills
- Proficiency in MSOffice suite
- High school diploma or GED

### **Preferred Qualifications**

- Bachelor's Degree