



INTERNATIONAL UNIVERSITY OF GRAND-BASSAM

Excellence • Accountability • Opportunity

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: FIN#2017/16
POSITION: Student Financial Services Manager (1 position)
OPENING DATE: September 14, 2017
CLOSING DATE: September 24, 2017
WORK HOURS: Full-time, 40hours/week
DURATION: One year renewable

The International University of Grand-Bassam is seeking a candidate to fill the position of **Student Financial Services Manager** in the Finance department.

IUGB Profile

The International University of Grand-Bassam (IUGB) is a private, publicly assisted which offers an American curriculum in English. It opened in 2005, and, by the signing of Decree 2007-499 on May 16, 2007, was formally accredited as a University within the Côte d'Ivoire higher education system. Envisioned as a Regional Center of Excellence in Higher Education in Africa, IUGB's mission is to provide internationally recognized higher education through technology-enhanced English medium instruction in fields critical for regional development, international success and life-long learning.

BASIC FUNCTIONS OF POSITION

Under the supervision of the Director of Administration & Finance (DAF), the Student Financial Services Manager is responsible for the daily operations of the Student Financial Services Office (SFSO). S/he advises and supports enrolled IUGB students and their parents (when appropriate) regarding matters related to their student account. The SFSM is also the focal point with collection firms. (A summary of the position description is available on our website: <http://www.iugb.org/>) and Facebook page: <https://www.facebook.com/InternationalUniversityofGrandBassam>

QUALIFICATIONS AND SKILLS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Bachelor's degree in Accounting with experience in Customer Account Management.

Experience working with financial services at a university or comparable institution/company.

Ability to provide support and manage all student accounts personnel including the selection, training, development and evaluation in agreement with the DAF.

Ability to handle the Student Accounts Office by organizing and supervising office operations in coordination with other campus offices.

Oversee and participate in the monitoring of the financial accounts of enrolled students to determine if accounts are current, and manage the assessment of late fees and financial holds on delinquent accounts.

Report unusual problems referred by Student Financial Services Staff to the DAF.

Ability to communicate and counsel effectively, both orally and in writing, and to handle a high volume of phone calls, emails, and one-on-one counseling.

Speaking and writing in both English and French is required. Language proficiency will be tested.

SUBMIT APPLICATION TO:

International University of Grand-Bassam Human Resources Office Attention: Human Resources Manager BP 564 Grand-Bassam Fax: (225) 21.30.34.83 Or Via email to: iugbhr@iugb.edu.ci	POINT OF CONTACT International University of Grand-Bassam Human Resources Office Tel: (225) 21.30.36.40 / 21.30.34.57 Fax: (225) 21.30.34.83
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Important Notice: Applicants *MUST* submit a current resume and a cover letter. Copies of both education documents and working experience must be attached to your application. When submitting your application via email, please always start the subject line with the Vacancy Announcement's number followed by the position title. *E.g.:* VA FIN#2017/16, Student Financial Services Manager.

APPENDIX: Job description

Job purpose:

Under the supervision of the Director of Administration & Finance (DAF), the Student Financial Services Manager is responsible for the daily operations of the Student Financial Services Office (SFSO). S/he advises and supports enrolled IUGB students and their parents (when appropriate) regarding matters related to their student account. The SFSM is also the focal point with collection firms.

Duties

- The SFSM provides support and manages all student accounts personnel including the selection, training, development and evaluation in agreement with the DAF.
- Responsible for the Student Account periodical analysis in order to provide accurate balances.
- Handle the Student Accounts Office by organizing and supervising office operations in coordination with other campus offices.
- Oversee and participate in the monitoring of the financial accounts of enrolled students to determine if accounts are current, and manage the assessment of late fees and financial holds on delinquent accounts.
- Report unusual problems referred by Student Financial Services Staff to the DAF.
- Supervise the calculations and processing of returns of financial aid for students who withdraw with the approval of the DAF.
- Oversee the collection process with former students who have outstanding balances to reach satisfactory payment arrangements and/or account settlements.
- Ensure that assessment, charge, and refund tables that are used in the billing of students are properly maintained and updated.
- Review financial aid files for compliance with eligibility criteria, financial aid awards.
- Participate in and contribute to various University committees.
- Attend student financial services workshops, conferences and meetings.
- Establish table of contents for various payment, fees collected, outstanding fees ; provide and share those information periodically with ACC I and the Director of Administration & Finance.
- Perform other duties as required by the DAF.

Skills/Qualifications:

- Ability to communicate and counsel effectively, both orally and in writing, and to handle a high volume of phone calls, emails, and one-on-one counseling.
- Understanding of and commitment to IUGB's mission.
- Positive, friendly disposition and the ability to establish and maintain positive working relationships with students, parents, staff, and faculty
- Working Knowledge and usage of SAGE.
- Computer proficiency required with Word, Excel & Jenzabar.
- Strong organizational skills and ability to use independent judgment in prioritizing, producing, and managing tasks.
- Accuracy, neatness and attention to detail.
- Integrity, operate within the highest ethical standards and integrity in all aspects of the position
- Motivated, Results Oriented – fantastic record of personal drive and the determination to succeed
- Mission Oriented, passionate about helping others; ownership spirit with a competitive disciplined execution for results
- Listening Skills ; must be an active listener to insure client needs are fully understood and met
- Influential, skilled at motivating others towards personal, academic and professional success.

Minimum Hiring Standards

- Bachelor's degree in Accounting with experience in Costumer Account Management
- Experience working with financial services at a university or comparable institution/company.