



Student Accounts Specialist (FT, Varies)

CAMPUS: Varies

STATUS: Full-time

POSTING TYPE: Regular Posting

****NOTE:** Incumbent's preferred work location will be the Ben Hill-Irwin Campus in Fitzgerald, GA. However, at the college's discretion, the incumbent's permanent assigned location may be negotiable for one of the other campus locations.

The incumbent will perform the following major responsibilities which include but are not limited to: analyze and resolve student financial issues while also effectively communicating with students and other staff on resolutions; assist with Nelnet contracts and student inquiries; maintain third party contracts in Banner for Vocational Rehab, VA, WIOA, and Foundation; reconcile student financial records in the Banner Accounts Receivable sub-system; record financial transactions; process student refunds and return payments; provide answers regarding refund dates/processes, tuition, and student fees; apply and remove holds; monitor daily payments and charge activity on students accounts in Banner; student course drops for non-payment, and student processes for being added back to courses; assist students with questions regarding refund status, account balances, and payment plans; monitor collections and write-offs; create and monitor third party contracts and billing; balance and close each term; prepare fiscal year-end closing reports; issue student 1098-T tax forms; or other assigned duties as needed.

Wiregrass Georgia Technical College seeks to recruit, hire, and retain faculty and staff who display a willingness to support students of underrepresented gender and minority groups, as well as students with disabilities. All employees of the college are required to participate fully in the realization of equity in recruitment, enrollment, retention, graduation, and placement of students enrolled or who seek to become enrolled in programs at the college, with a special emphasis on nontraditional program participants.

Reasonable Accommodations Statement: To perform the duties of this position successfully, the incumbent must have the appropriate work experience, hold the appropriate certification and credentials, and be able to perform each key position duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Please contact humanresources@wiregrass.edu to request accommodations.

SUMMARY OF WORKING CONDITIONS

- Equipment Used: Standard office equipment.
- Working Conditions: Category III - No foreseen exposure to hazardous chemicals/pathogens. Probability of working beyond the normal shift, but not frequently. Periodic travel between major Wiregrass campuses and satellite sites.

MINIMUM QUALIFICATIONS

Associate's Degree in Accounting or a related field ***and*** Three (3) years of professional experience ***and*** demonstrated proficiency in Microsoft Office software (Word, Excel, Outlook).

****NOTE:** Experience may substitute for the degree on a year-to-year basis.

PREFERRED QUALIFICATIONS

In addition to meeting all other minimum qualifications, the highly desired candidate will possess one or more of the following: Proficiency in using Banner to access student information and experience in creating and administering student refunds. Experience with BankMobile, Nelnet, and student collections and write offs. Familiarity with student Financial Aid, including HOPE, Pell, VA, scholarships, and other 3rd party sources. Previous experience, within the Administrative Services Department of Wiregrass, related to student accounts and refund processing is a plus.

SALARY/BENEFITS

Salary is \$39,000/yr. This position is full-time and includes standard State of GA benefits such as leave accrual, options for health & other supplemental benefits, and retirement. This position may qualify the successful candidate for the Public Service Loan Forgiveness Program. *This position is funded in whole or in part by State/Local/Tuition funds.*

BACKGROUND INVESTIGATIONS

Pursuant to college policy, a thorough background investigation, including a criminal history records check and employment history reference checks will be performed for all candidates offered employment. Other checks such as Motor Vehicle Records may be conducted for any candidate receiving an offer, as well as internal candidates prior to being promoted or transferred into a position with the college. **Other Required Tests: Satisfactory Credit Check results are REQUIRED as part of the mandatory background check process.**

Should a candidate be chosen for a 2nd interview, references which support prior work history and employment experience will be contacted. Please note that some employers charge a processing fee to complete employment verifications. If a former employer requires payment to complete employment verification forms, this fee must be paid by the candidate. For positions requiring official transcripts, the candidate will be responsible for ordering and payment for these transcripts. Wiregrass is responsible for payments for criminal history searches, MVR searches, credit checks, and other items listed in the required tests portion above.

APPLICANT INSTRUCTIONS/INFORMATION

Application Deadline: Wednesday, March 26, 2025 or Until Filled

All application packets MUST be completed via the Online Job Center at <https://www.wiregrass.edu/about/employment>. As a part of the application process, interested candidates may also be required to upload other documents such as a resume, transcripts, etc (see job center listing for more details). This posting will be removed from the Online Job Center on the date posted above. For more information regarding this position or application instructions, please contact the Human Resources Office at (229) 333-5356 or humanresources@wiregrass.edu.

EQUAL OPPORTUNITY EMPLOYER STATEMENT

As set forth in its student catalog, Wiregrass Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law). Any violation or questions may be directed to: Shalonda Sanders, Title IX Coordinator (all campuses), Vice President for Human Resources and Operations, Valdosta Campus, Brooks Hall, Room Rm. 548, (229) 333-5356 or shalonda.sanders@wiregrass.edu; OR Katrina Royal, Student ADA Section 504 Coordinator (all campuses), Director of Special Populations and Tutoring Services, Valdosta Campus, Berrien Hall, Room 100, (229) 333-2100 ext. 1236 or katrina.royal@wiregrass.edu *student ADA student disability claims only. Telephone numbers are accessible to persons who are deaf or hard of hearing through the Georgia Relay by dialing 711 or 1-800-255-0056 from a TTY/TDD.

3/13/2025 14:53:00

Student Accounts Specialist (FT, TBD) (2480)

TCSG Job Code: 40220

EEO Req ID: 2

IPEDS: Office & Administrative Support