



Pre-Arrival Student Finance Assistant

Company background

INTO University Partnerships (INTO) collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize universities in the US, UK and Asia. Universities in the US include: Oregon State University, University of South Florida, Colorado State University, Marshall University, Drew University, George Mason University, Saint Louis University, The University of Alabama at Birmingham, Washington State University, Suffolk University, Illinois State University and Hofstra University.

Reporting line

The Pre-Arrival Finance Assistant reports directly to the Assistant Director, Application Processing Center.

Job overview

The Pre-Arrival Finance Assistant supports the student pre-arrival process for future centers in an effective and efficient manner with high attention to detail and strict adherence to agreed timescales, procedures and processes; compiling and maintaining student financial records.

Key accountabilities and duties

This successful candidate will perform a variety of finance functions related to the student accounts. This individual will interact with students concerning financial matters on a daily basis and will need to be able to accommodate frequent interruptions. This is a valued role in a growing, dynamic organization. Accountabilities of the position may change and develop over time.

- Students & Sponsors Accounts Receivable
- Ensure completeness of and accuracy in student records, including but not limited to:
Fee income from tuition, accommodations, insurance, and other fees
- Perform price checks
- Outstanding attention to detail and responsibility for the quality of data entered on all systems in an efficient manner
- Critical thinking in fast paced situations to ensure the exceptional customer service.
- Work in partnership with students to ensure accuracy in & understanding of account charges
- Perform analytical review per each student to ensure accuracy
- Invoice students and sponsors in a timely manner, including tracking outstanding invoices
- Includes preparing for student intakes to ensure smooth processing
- Collect cash in accordance with cash handling procedures
- Record and cash-match payments received
- Flexibility of work schedule based on the needs of the APC
- Commitment to excellence in contributing to a positive workplace and goal attainment.
- Holistic thinker that can demonstrate comprehension of INTO's goals and mission
- Develop effective working relationships with INTO customers
- Ability to pass periodic assessments on Center specific information and processes

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- Assist with the training and development of new staff
- Perform overall account reconciliation & analysis to ensure accuracy of accounts
- Potential travel within the US to assist INTO Centers and/or for professional training
- Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request
- Build effective working relationships with the Joint Venture Center colleagues, peers, and INTO marketing and recruitment teams in the US and abroad
- Daily and weekly accountability to tasks and workflow assigned
- Willing and able to learn new products as our business relationships grow.
- Foster relationships with regional staff and partners to create trust and strong relations to ensure success
- Work effectively in a team environment in a collaborative manner to deliver strong results.
- Ability to be agile with evolving processes and problem solve effectively
- We reserve the right to introduce changes in line with the technological developments which may impact upon your job duties or methods of working
- Perform other duties as assigned

Competencies

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position:

- Problem-solving – the individual identifies and resolves problems in a timely manner, gathers and analyses information skillfully
- Customer service—the individual manages difficult client/customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance, and meets commitments
- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently
- Quality—the individual demonstrates accuracy and thoroughness, monitors her/his own work to ensure quality, and applies feedback to improve performance
- Efficiency—meets productivity standards and completes work in a timely manner
- Adaptability—the individual adapts to changes in the work environment, manages competing demands, and is able to deal with frequent change, delays, or unexpected events
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly
- Autonomy—the individual can work constructively and responsibly on his/her own for periods of time, with little direction or oversight

Location

This position is based at INTO North America's headquarters in San Diego, CA office.

Qualifications

Essential

- Associate degree in accounting or equivalent from a two-year college or technical school
- A minimum of one-year related accounts receivable experience and/or training, or equivalent combination of education and experience
- Experience in working in a busy, fast-paced, and customer-focused environment while maintaining accuracy
- Knowledgeable and comfortable working in standard business and professional tools and equipment
- Knowledgeable in working with accounting software packages



- Extremely high attention to detail and data accuracy
- The ability to prioritize and work under pressure in order to frequently meet tight deadlines
- Mathematical ability to handle required calculations and troubleshoot balancing problems
- Ability to work within well-defined processes while developing process efficiencies as well as producing required management information as necessary.
- Flexibility and willingness to undertake and learn new tasks
- Ability to work effectively with and respond effectively to queries from members of team
- Ability to deliver excellent customer service
- Approachable, works well in a team environment, and is able to work with a diverse group of people
- Self-motivated and able to work independently when necessary

Desirable

- Four-year undergraduate degree
- Experience working in higher education
- Experience living and/or studying abroad
- Experience using Salesforce

How to apply

To be considered for this position, please click the link below to submit your cover letter and resume.

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=52189&source=CC2&lang=en_US

Application Deadline: June 7, 2019

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.