



## Position Description

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<b>Title:</b>	Student Accounts Specialist
<b>Department:</b>	Business and Student Accounts
<b>Reports To:</b>	Junior Staff Accountant
<b>Internal Contacts:</b>	Students, Registrar, Financial Aid, Student Affairs, IT
<b>External Contacts:</b>	Parents, Vendors
<b>Employment Status:</b>	full-time; non-exempt

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Manhattan School of Music is deeply committed to excellence in education, performance, and creative activity; to the humanity of the School's environment; and to the cultural enrichment of the larger community. A premier international conservatory, MSM inspires and empowers highly talented individuals to realize their potential.

### Domains:

- Works with colleagues to manage all aspects of Student Accounts for both college and precollege divisions.
- Extensive customer service: meets with students regarding the status of their accounts; advises same on payment options, handles issues with diplomacy and patience.
- Handles telephone and e-mail correspondence in a timely manner.
- Creates billing invoices and updates payment plans.
- Posts receipts; reconciles financial aid, insurance, housing, and other fees.
- Processes refund checks.
- Updates departmental Web page.
- Assists in the development and implementation of policies and procedures relevant to the efficient operation of the business office.
- Coordinates with offices of Registrar, Financial Aid, Student Affairs, and IT in executing school policies and procedures as outlined in school catalog.
- Organizes student folders and files paperwork.

### Job Requirements:

- Bachelor's degree with a concentration in accounting or finance.
- Minimum of two years' experience in a fast-paced business office; higher education preferred.
- Superior customer service is essential, including written and oral communication.
- Experience with student information systems desired; knowledge of Jenzabar EX a plus.
- Discretion with regard to confidential information.
- Appreciation for a diverse work force and customer base.
- Ability to work as part of a team and independently.

### Contact Information:

Send letter of application and résumé including three references to: [msmsas@msmny.edu](mailto:msmsas@msmny.edu)

No phone calls, please.

Equal employment and equal educational opportunity have been and will continue to be fundamental principles at Manhattan School of Music, where employment and enrollment are based upon personal capabilities and qualifications without discrimination or harassment

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