

**Saint Joseph's University
Philadelphia**

POSITION DESCRIPTION

Job Title:	Executive Director of Student Records and Financial Services	Position Reports to:	Associate Provost for Enrollment Management
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Position Summary:

The primary responsibility of this position is to provide professional, technical and administrative leadership, strategic vision and management to the Student Records and Financial Services area – which will include Registrar, Financial Assistance, Billing Services, and centralized student service. As part of the Enrollment Management (EM) division, the Executive Director works collaboratively within and outside of EM to maximize student service and the student experience in support of the university's enrollment, retention and financial initiatives and goals. The Executive Director provides overall direction and supervision of the directors and Registrar within each Student Records and Financial Services area.

Duties and Responsibilities: (Essential Duties)

- Provide professional, technical and administrative leadership of the Student Records and Financial Services area.
- Provide leadership and direction to the area to provide a comprehensive, coordinated and integrated approach to delivering the student service needs of Registrar, Financial Assistance and Billing Services.
- Provide a vision and set strategic service and delivery goals for the integrated area.
- Collaborate within and outside of Enrollment Management to support institutional enrollment and retention goals.
- Maintain strong working relationships and effective communications among the integrated area directors.
- Establish an area culture focused on continuous student service improvement and process efficiency that emphasizes the use of technology.
- Develop comprehensive service metrics and standards for the integrated area.
- Establish and develop a system focused on continuous performance and process evaluation and enhancement.
- Establish and create an area culture focused on data integrity with an emphasis on maintaining the integrity of the academic enterprise.
- Develop a robust operational calendar and project plan focused on student service delivery.
- Establish clear security and operational policies that adhere to federal, state and institutional compliance regulations.
- Develop policies related to student records and financial services that support student service delivery and the attainment of institutional goals.
- Ensure that all credit hours registered are billed in an accurate and timely manner.
- Oversee and manage a student accounts portfolio of approximately \$220 million in annual billings.

- Coordinate the billing services and receivables activity with the Controller's Group within the Office of Financial Affairs (OFA).
- Ensure that OFA billing and receivables standards are maintained.
- Provide leadership in defining essential job descriptions for the area that lead to goal achievement while providing pathways to professional growth.
- Develop an area culture that emphasizes professional development.
- Engage in professional development opportunities to identify and implement student service and process improvements.
- Attend federal and state workshops and conferences to ensure compliance with federal and state regulations.
- Perform other duties as assigned by the Associate Provost.

Problem Solving:

Superior operational and project management skills.

Demonstrated quantitative, qualitative and analytical problem solving skills.

Demonstrated time management, organizational and planning skills.

Communication:

Superior verbal and written communication skills.

Demonstrated experience providing and delivering accurate and courteous student service.

Experience adhering to federal FERPA, Higher Education Opportunity Act, and Title IV funding regulations.

Complexity of Tasks:

Demonstrated ability to develop, manage and execute projects and process improvements that meet strict deadlines.

Experience managing multiple priorities in a fast-paced and time sensitive environment.

Demonstrated advanced proficiency in organizational planning and prioritization.

Ability to adapt to a fluid work environment.

Significant experience involving use of technology to implement and deliver student service enhancements.

Demonstrated ability to identify, develop and evaluate student service survey metrics.

Leadership Skills:

Demonstrated ability in managing, mentoring, coaching, and developing a large and diverse team.

Demonstrated experience in providing leadership and vision to a student services area.

Successful experience understanding macro level issues with distinct attention to detail.

Initiative/Creativity:

Ability to identify opportunities and threats and implement strategies to address.

Proactive and creative thinker and problem solver.

Qualifications: (Education/Training and Experience Required)

Required:

Master's degree required.

At least eight years of progressively more responsible experience within Registrar, Financial Assistance or Billing Services.

Demonstrated knowledge of financial aid leveraging and discounting practices in order to meet institutional enrollment and financial goals.

Demonstrated experience working with registration requirements in accordance with academic policy that maintains the integrity of the academic enterprise.

Demonstrated knowledge of student accounts and student billing systems.

Demonstrated superior project management, problem solving and leadership skills.

Excellent communication and presentation skills.

Significant experience with a relational database system, as well as Microsoft Office Suite software, online course registration, and student records and service technologies.

Preferred:

Five or more years of experience managing a multiple student services area tied to Registrar, Financial Assistance or Billing Services.

Significant experience with Sungard Banner student modules.

Physical Requirements and/or Unusual Work Hours:

Ability and willingness to work additional hours.

Salary Range: \$100,000-105,000

To discuss this position prior to applying, or to nominate a candidate, please contact David Busse at 952-854-2979 or dbusse@hardwickday.com.

Formal applications must be submitted online at <https://jobs.sju.edu/postings/8255>.