Position Announcement

Champlain College
Director of Student Accounts

Founded in 1878, Champlain College is a small, private college overlooking Lake Champlain and Burlington, Vermont, with additional campuses in Montreal, Canada, and Dublin, Ireland. Their career-driven approach to higher education prepares students for their professional life from their very first semester in their professionally focused master's, bachelor's and associate's degree programs and professional certificates on campus, online and abroad. Champlain College is a national leader in educating students to become skilled practitioners, effective professionals and global citizens and has been named the "Most Innovative School" in the North for the third year by *U.S. News 2018 "Best Colleges".* The College offers over 80 subject areas, including undergraduate majors, minors and specializations as well as online and on-campus graduate degree programs and certificates. Champlain College's main residential campus is located on 22 acres in Burlington's Hill Section, where 2200 traditional undergraduate students from 46 states and 17 countries are enrolled.

Reporting to the Vice President of Finance and Treasurer, the director leads strategy of all operations for the collection of tuition and institutional accounts receivable. The Director of Student Accounts will be a strong leader capable of effecting cultural change in management of the department in an increasingly complex higher education landscape. The director will work in collaborative partnership with leaders across campus for both traditional and Champlain College Online to develop and implement strategies to ensure prompt billing and timely collection of tuition and fees. The director will provide leadership in the delivery of exceptional customer service to all students and customers, while ensuring compliance with federal and state regulations, institutional policies, and standard accounting procedures. In addition, the director will be expected to:

- provide data and recommendations for setting the College's revenue projections;
- collect and account for gross tuition and fees in excess of $150 million;
- manage compliance with federal Title IV student aid regulations, including R2T4 calculations, Perkins loan billing and collections, as well as federal cash management regulations;
- develop and implement internal campus workflow schedules for student financials related to timing of registration, billing, due dates, enrollment cancellation, financial aid disbursements and refunds;
- develop, coach and lead a small team responsible for all facets of the daily operations of the accounts receivable function for student accounts, ensuring compliance with various federal, state and local regulations;
- effectively build and maintain cross-functional collaborations and alignment with all student service areas;
- direct and maintain all necessary tax recording and reporting, including International Student Form 1042, eligible educational payments received, qualified tuition expenditures, and financial aid disbursements (1098T Tuition Statement); and
- manage all processes and reporting related to the annual audit that complies with federal, state and institutional policies and procedures.

A bachelor's degree (master's degree preferred) and significant documented progressive financial experience in a college or university setting, working in a bursar's office in accounts receivable management with knowledge and understanding of federal cash management regulations, FERPA

regulations, and generally accepted accounting principles and practices will be expected of the director. Additionally, the following skills will be expected:

- documented experience in supervising, coaching, and developing staff;
- demonstrated experience, talent, and skills in advancing a highly complex student accounts/bursar team to create a culture of innovation, nimbleness and change;
- ability to work with internal and external stakeholders in an effort to create partnerships, collaborations, and opportunities to bend the cost curve of higher education;
- proven experience, commitment and knowledge in the use of technology to streamline processes, improve accuracy, and increase efficiency;
- experience with integrated financial systems, including Ellucian and Oracle as well as third party software systems will be a plus;
- knowledge of General Accepted Accounting Principles;
- knowledge of fiscal controls related to safeguarding of institutional funds;
- exceptional relationship building, customer service, and communication skills;
- consultative, negotiation, and facilitation skills to gain consensus; and
- a "can do" team player attitude, seeking to collaborate with and at times provide expertise and leadership to, various internal and external stakeholders.

Review of applications will begin **January 10, 2018** and continue until the position is filled. A resume with an accompanying cover letter may be submitted via the Spelman Johnson website at **www.spelmanandjohnson.com/open-positions**. The College seeks candidates who, through their work and life experiences, service to the community, teaching, or research can contribute to the diversity, inclusivity, and academic excellence of Champlain College. Please include information about how you would contribute to these efforts and help to further this goal in your letter of interest/cover letter.

Nominations for this position may be emailed to Kendra E. Dane at ked@spelmanjohnson.com. Applicants needing reasonable accommodation to participate in the application process should contact Spelman Johnson at 413-529-2895.

Spelman Johnson
Champlain College – Director of Student Accounts
Kendra E. Dane, Search Associate

Visit the Champlain College website at www.champlain.edu

Champlain College does not discriminate on the basis of race, creed, color, national origin, place of birth, ancestry, religion, age, sexual orientation, sex, gender identity, veteran or military service status, HIV-positive status, qualified disability, or on the basis of any other status protected by law.