



VACANCY ANNOUNCEMENT

Professional Services Specialist 3, Administrative Services

Job Number:	500463
Category:	Professional
Department:	Bursar
Close Date:	4/4/25 (11:55pm)
Location:	Glassboro, NJ

Reporting to the Assistant Supervisor, the Bursar Analyst is responsible for providing exceptional customer service in all aspects of Bursar-related tasks, policies, and procedures. The Bursar Analyst is responsible for accurately processing University waivers, presenting at New Student Orientations, and the daily Accounts Receivable reconciliation. This position will also provide support in the Bursar's deferred payment plans, billing and collections of all student-related accounting (i.e. Tuition, Fees, Room, Board, Fines, and all Institutional Charges assessed in students' accounts).

Job Responsibilities:

- Process student tuition and fee waivers each semester
- Present at New Student Orientation events, this may be in person, virtually, or recording of a slide deck
- Responsible for the daily Accounts Receivable Reconciliation
- Oversee the day-to-day aspects of the Rowan Choice Program
- Review institutional scholarship information and communicate with Financial Aid staff to adjust awards
- Assist in processing Departmental Charge Authorizations
- Assist in processing letters of credit, vouchers, and financial guarantees via a third-party contract for B2B programs
- Issue accurate and timely billing statements to third party vendors
- Post payments received to third party vendor accounts
- Access third-party vendor sites as applicable for verification of tuition and fees
- Assist in review and processing of student health insurance exceptions
- Support collection efforts as needed to improve and support the University's overall AR
- Provide customer service to parents and students by answering their inquiries via telephone, e-mail and in-person
- Assist the Bursar leadership team with special projects that involve both analytical and strong organizational skills
- Serve as a back-up for front office cashiering staff, as needed, with a variety of cashiering and student accounting-based functions
- Provide backup support for tasks including (Canvas Catalog, processing of returned payments)
- Collaborate with Bursar staff to expedite and implement initiatives
- Maintain cooperative working relationships with other staff or areas whose functions impact assigned responsibilities
- Apply University policies and procedures, federal and/or state laws and regulations regarding financial aid and cash management/Bursar functions as needed in the course of official duties

Preferred Qualifications:

- Graduation from an accredited college or university with a Bachelor's degree, preferably in Accounting, Finance, or Business-related field
- Experience with Ellucian Banner strongly preferred
- Experience with TouchNet Bill & Payment strongly preferred
- Proficient in Microsoft PowerPoint, Word, and Excel
- Self-starter and ability to prioritize competing deadlines
- Exceptional organizational skills with strong attention to detail
- Strong written, verbal communications and critical thinking skills
- Ability to work some evenings and weekends.
- Active problem solving and effective interpersonal skills

- Ability to work effectively in a team-oriented environment
- Ability to maintain confidentiality of records and information

Requirements:

NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Six (6) years of professional experience in different aspects of administration and business practices; including design and implementation of policy and procedures, vendor service contracts and improving and updating management practices.

OR

Possession of a bachelor's degree from an accredited college or university; and two (2) years of the above-mentioned professional experience.

OR

Possession of a master's degree; and one (1) year of the above-mentioned professional experience.

NOTE: "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

Salary:

- Range P21 (\$62,164-\$70,779)

Notes:

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.
- Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted with your application by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: SAME@csc.nj.gov , or call CSC at (833)691-0404.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/en-us/job/500463/bursar-analyst-pss3as-office-of-the-bursar>.