



Wingate University
Student Accounts Manager - Business Office

Wingate is one of the fastest-growing independent universities in the state, serving more than 3,400 students on three campuses. We emphasize faith, knowledge, and a spirit of service in all our programs regardless of the field of study. At Wingate, we are committed to an inclusive and welcoming environment for working, learning, and living. As an equal employment opportunity employer, we respect each individual and support the diverse cultures, perspectives, skills, and experiences within our workforce. Wingate's main campus is located on 540 acres of beautiful landscape and is only 25 minutes from the Charlotte metropolitan area. Learn more at www.wingate.edu.

Position Title: Student Accounts Manager **Classification:** Full-time, Exempt (12-month position)
Position Location: Wingate Main Campus **Reports to:** Controller

Position Summary:

The Student Accounts Manager is responsible for overseeing all aspects of the Student Accounting Office. This position assists with the analysis, planning, and implementation of new processes and information systems to better meet the needs of both internal and external customers.

Qualifications

- High school diploma required
- BS in Business or Accounting preferred
- Minimum of 3 years of self-directed accounting or data management experience required
- Experience working in a higher education environment preferred
- Knowledge of FERPA and Title IV refunding guidelines preferred
- Ability to exercise discretion and independent judgment in decision making
- Excellent public relations, oral and written communication and ability to communicate sensitive and/or complex information in a confidential and straightforward manner
- Must be accurate and detail oriented
- Ability to problem solve and handle multiple priorities and deadlines
- Proficient user of Microsoft Office Excel, Access, and Word
- Experienced in financial database systems with the ability to manipulate large amounts of data
- Basic accounting skills

Responsibilities

- Responsible for the operation of student accounting processes including billings, finance charges, outsourced payment plans, electronic data transfers to and from 3rd parties and other departments, accuracy of the student accounting database, compliance with government regulations.

- Provides financial counseling for parents and students regarding payment options and payment plans with authority to negotiate special arrangements. When necessary, resolves problems and questions with students or parents regarding student finances. Contacts and initiates the settling of student account balances in escalated or special situations.
- Manages and reviews the board plans in the Transact system. Coordinates room plans with Residence Life to make sure correct charges/credits are made to accounts.
- Communicates regularly with offices such as the Financial Aid Office, Registrar's Office, and Residence Life to make the Student Information System operations as seamless as possible for the students.
- Compiles data and produces the IRS Form 1098-T (Tuition Statement).
- Adjusts students' accounts when necessary and sends appropriate refunds.
- Manages finance charges, holds, and deferred income on accounts.
- Completes month-end and year-end close.
- Assists Business Office with discrepancies in receivables balances.
- Creates student accounts for the academic year and summer.
- Creates and bills summer sessions.
- Works with the Registrar's Office, Financial Planning Office, and Residence Life Office to ensure accurate waivers and grants are applied to correct accounts.
- Works with Health Center regarding third party health insurance online forms waivers. Reconciles and ensures payment is sent to insurance company on time.
- Updates and maintains Student Information System. Work with Information Technology to build new modules and to fix or maintain current modules.
- Works with Admissions and International Students Office to ensure accurate billing for international students.
- Works with International and Off-Campus Studies to ensure accurate charges/refunds for study abroad programs as well as short term international travel.
- Updates Student Accounts information for website.
- Updates Student Accounts information for university catalog.
- Manages special projects as assigned by Controller.

To apply, please submit a letter of interest, resume, and contact information for 3 references to Human Resources at careers@wingate.edu. In the letter of interest, please address the opportunities this role has to support Wingate University's dedication to diversity, equity, and inclusion.

EQUAL OPPORTUNITY EMPLOYER: Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person's race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act and its amendments. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability or veteran status.