Title: Student Services Coordinator  Date: 10 June 2015

Incumbent: Kristina Petrovic  Reports to: Financial Manager

Summary of Position: Manage all accounts receivable data. Assist students with VISA and residency card documents when they arrive and leave campus. Assist students with Health Insurance acquisition. Fill in as receptionist as needed. Act as one of the emergency phone responders. Open the building in the morning for employees and students.

Dimensions: Enrollment of approximately 107 to 150 students.

Principal Responsibilities:

- Invoice non-US students and post tuition payments to each student’s account.
- Receive payment from students and train them on how to make payments through SU PAY. Train students how to set-up SUPP payment plans (Suffolk University’s Payment Plan module).
- Reconcile and adjust students’ accounts. Invoice non-US students that have any outstanding balance due.
- Add and remove financial holds to non-US students’ accounts.
- Notify the Boston Financial Aid Office of who received Ambassador awards for processing.
- Process refunds for students.
- Add fees to courses per term.
- Run informer reports as needed.
- Administer petty cash requests and maintain sufficient petty cash funds.
- Invoice and receive payments from contracted institutions for students studying at the Madrid campus. Request refunds from the Boston Campus.
- Assist students with student insurance company; sign up and remove students from SANITAS plan as well as assist students in using SANITAS network (applications, documentation, and ID’s and claim filing).
- Inform the Boston Campus of housing waivers for applicable students.
- Post housing damages to the students' accounts.
- Update the student accounts portion of the Madrid web pages.
- Assign charges for housing damages to students’ accounts. (For the students that the Madrid Campus bills for SUMC-sponsored housing, a damage deposit is created. At the end of the semester, following routine inspection by the SUMC Housing Coordinator, the incumbent assigns any damage charges to the accounts of both the non-Boston and Boston students. The incumbent then submits refund requests for non-Boston students for the remainder of their damage deposit if said students live in the US.)
- Handle SUMC emergency phone on rotation. (The incumbent is one of four or five employees on the emergency phone weekly rotation who will respond to emergencies. This involves taking the emergency phone overnight and responding to calls after normal Campus hours and on weekends and holidays.)
• Assist students with their applications for residency card documents upon their arrival and at the time of departure, if necessary, including their Madrid census registration and de-registration.
• Assist students with reporting the loss of student residency cards when this occurs, as well as filing for replacement cards.
• **Handle Campus billing from Telefónica.**
• Attend reception first hour of the morning and as necessary.
• Prepare and distribute student contact information for staff, maintaining it throughout the academic year.
• Maintain staff vacation calendar.
• Send out notifications of staff absences.
• Along with other staff members, participate in orientation sessions for students when they arrive on the Madrid campus.
• Participate in Madrid Campus welcome trips at the beginning of fall and spring semesters, as needed.
• Manage labor risk prevention certificates and deal with the Fraternidad insurance company.
• Be responsible for keys to the building and for opening the facility weekday morning for employees and students.
• Other responsibilities as assigned.

**Requirements:**

• Must be bilingual, with strong English skills.
• Excellent organizational, communications and interpersonal skills.
• Ability to maintain confidentiality of records and information.
• Strong problem-solving skills.
• Strong computer skills in Microsoft Word and Excel.
• Familiarity with Datatel Colleague.
• Familiarity with student receivable software in Ellucian.

Interested applicants are encouraged to submit a CV and cover letter to:

Ms. L. Elizabeth Baile, Director
Suffolk University Madrid Campus
C/ Viña, 3
28003 Madrid SPAIN
lebaile@suffolk.es
Tel. **+34-91-533-5935**
Fax **+34-91-534-5024**