Title: Student Services Coordinator, Suffolk University Madrid Campus  
Date: 22 June 2016

Incumbent: Kristina Petrovic  
Reports to: SUMC Financial Manager

Summary of Position: Manage all accounts receivable data for students. Deal with petty cash. Assist students with VISA and residency card documents when they arrive and leave campus. Assist students with Health Insurance acquisition and interface with insurer. Manage student and staff cell phone contracts and assignments. Fill in as receptionist as needed. Act as one of the emergency phone responders. Open the building in the morning for employees and students. This is a full-time position, available immediately.

Dimensions: Enrollment of approximately 107 to 150 students.

Principal Responsibilities:
- Collaborate with Suffolk Madrid Campus Financial Manager.
- Coordinate with Suffolk Boston Campus Bursar’s Office and Student Accounts personnel.
- 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 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 Student Ambassador awards.
- Inform the Boston Campus of housing waivers for applicable students, as informed.
- Post housing damages to the students’ accounts, as informed.
- Assign charges for housing damages to students’ accounts, as informed.
- 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.
- Carry out transactions at bank, as required.
- 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, ID’s and claim filing).
- Assist students in learning to make doctor’s appointments for themselves.
- Update information for the student accounts portion of the Madrid Campus Web pages.
- Handle SUMC emergency phone on rotation basis with designated SUMC staff, for coverage when Campus is closed (overnight, weekends and holidays, including Christmas break).
- Assist with paperwork and appointments for residency card documents upon arrival in Madrid and at time of departure, if necessary, including Madrid census registration and de-registration; accompany students to appointments; liaison with Spanish police and immigration authorities regarding documentation.
• Assist students with reporting the loss of student residency cards when this occurs, as well as filing for replacement cards.
• Liaison with Movistar telephone company re: student and staff cell phones (contracts, troubleshooting, claims, etc.)
• Oversee SUMC cell phone assignments and usage
  – Maintain cell phone inventories.
  – Set up appropriate cell phone profiles for student and staff users.
  – Assign cell phone lines (phones, chargers and/or SIM cards) to students each semester.
  – Analyze monthly usage.
  – Oversee phone returns and loss/damage charges each semester.
• Be responsible for keys to the building and for opening the facility weekday mornings for employees and students.
• Attend reception first hour of the morning and as necessary.
• Prepare and distribute student contact information for staff, maintaining it throughout the academic year.
• Update and maintain faculty and staff contact information.
• Manage SUMC postage (delivery to post office, postage log, express mailing).
• Take minutes of staff meetings.
• 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.
• Occasional support, if needed, in activities outside of regular working schedule in Madrid or on weekend cultural trips, in coordination with Student Activities Coordinator.
• Manage labor risk prevention certificates for former participants.
• Liaison with La Fraternidad insurance company for SUMC employee labor risk coverage.
• Other responsibilities as assigned.

Requirements:
• At least three years’ prior experience in a similar position.
• U.S. Bachelor’s degree or equivalent, minimum.
• Must be bilingual, with strong English skills.
• Excellent organizational, communication and interpersonal skills.
• Ability to maintain confidentiality of records and information.
• Cooperative, collaborative and helpful attitude towards students and coworkers.
• Strong problem-solving skills.
• Strong computer skills in Microsoft Word and Excel.
• Experience in using Datatel Colleague.
• Familiarity with U.S. university educational system.

Schedule: Monday-Thursday, 8:00-16:00; Friday, 8:00-15:00.

Salary: Negotiable.

Cover letter and CV: To the attention of Ms. Elizabeth Baile, SUMC Director—C/ Viña, 3 28003 Madrid lebaile@suffolk.es