



Position Title: **Student Financial Services Coordinator**

Last Updated: February 2026

Reports To: Director of Financial Services & Controller

Status: Non-Exempt; Hourly
Permanent Full-Time

Schedule: Calendar Year- 40 hours per week,
Actual hours will be assigned per the needs of the Department.
Weekend and special event coverage as necessary, including supporting the school on class Saturdays

Benefits: Comprehensive medical, dental, and vision insurance plans. Retirement plan; paid time off for holidays, vacation, illness, personal, etc.

Tuition Remission Eligible-No

About Williston: Being a part of the Williston team means being a part of a welcoming, energetic, and inclusive community. Working in the Business Office means you will have different ways of engaging with the students, faculty, and staff. Williston is a global learning community, there are many ways to engage with people; with that, understanding is one of the core values of the school. Williston hears its employees' perspectives and is looking at the future goals with the steps it takes and encourages staff to further their expertise relevant to their job. Williston values the well-being of the staff, which is reflected in its benefits, and is an equal opportunity employer.

Summary Description: The Student Financial Services Coordinator (SFSC) is responsible for maintaining accurate records and financial transactions for the school's accounts receivable. This includes generating and sending invoices, collecting payments, reconciling accounts, and resolving discrepancies. The SFSC will also work with students, their families, and other school constituents to address questions and concerns regarding their accounts. The SFSC is a valued member of the Business Office team and works in partnership with other members of the team to assist one another with their responsibilities.

Essential Functions:

Student Billing

- Perform accounts receivable reconciliations and other related reconciliations, including Campus Store sales and Snack Bar and Food Truck sales, and other revenues
- Responsible for all monthly billing processes and procedures, including, but not limited to, tuition and auxiliary operations
- Handle all deposits, financial aid credits, and interest calculation for student accounts
- Responsible for the entry and maintenance of enrollment information into the School's data system for all students to meet the Business and other Office's needs
- Utilize various tools to identify students at risk with unpaid balances remaining at various strategic points throughout the year
- Make phone calls and send emails to perform due diligence on all past due accounts
- Collaborate with the Financial Aid department about the students' accounts
- Monitor payment plans, create and issue all invoices for students, Children's Center, Ice Rink, etc.
- Ensure that re-enrolling students are properly rolled forward in FACTS software
- Comply with the formal reporting requirements of financial institution relationships and assist the families when needed

- Provide necessary service to students with regards to the student debit card system, the ID Campus Safety card system, and photograph students as needed

Student support

- Set up handhelds and download transactions
- Add/change school-related documents & materials from the Business Office on the school website, Veracross parent portal, and other systems as needed
- Administer the morning transportation program
- Assist with updating and changing school-related documents and materials distributed through the Business Office to families to ensure their relevancy and accuracy, and post to the parent portal in Veracross and any other systems as needed

Staff support

- Cash checks and process checks through the RDS System
- Oversee employee charge program, not limited to preparing and emailing monthly bills
- Assist with coverage of the Business Office on Saturday class days
- In collaboration with the CFO, work with insurance advisors and brokers to ensure that adequate, appropriate, and cost-effective insurance is in effect
- In collaboration with other departments manage the yearly enrollment process including re-enrollment prep in FACTS software platform, updating enrollment agreements and other enrollment documents
- Crosstrain with other critical Business Office positions to better understand team members' roles
- Be a self-starter, capable of performing under pressure to meet company deadlines as the services performed affect the ability of others to do their work

Banking

- Retrieve, review and distribute (as needed) daily bank reports posted online, including the cleared check report
- Reconcile petty cash and record related activity in the general ledger
- Receive payments (cash, checks), process credit card transactions and wire transfers, and credit proper general ledger accounts, and make bank deposits
- Review cleared controlled disbursement report and clear checks in Blackbaud AP system
- Record all cash activity in Blackbaud and prepare bank account reconciliations
- Maintain the daily/monthly updates to the cash management spreadsheet
- Reconcile various bank accounts monthly

Other

- Coordinate with the Campus Store Manager and other revenue streams to prepare the weekly allowance distribution
- Research and reply to student billing charges and inquiries that may arise
- Review past due accounts, prepare files on each account, and send out appropriate documentation and determine which accounts need to be sent to collections
- Respond to all customers who come to the Business Office customer service counter
- Assist community members of Williston with the Campus Safety ID card system and photograph students as needed
- Perform duties in such a manner that upholds all school policies as outlined in the Employee Handbook
- Must be up to date on Business Office policies and procedures
- Work effectively in a team environment
- Conduct Williston's business professionally and ethically, which includes the school's core values of integrity, diversity, inclusivity, purpose, learning, and collaboration

Additional Responsibilities:

- Required to wear proper attire, consistent with school's dress code at all times and to maintain positive attitude and appearance in accordance with department/school standards
- Must always maintain high level of personal hygiene and cleanliness
- All school employees have some responsibility for reporting inappropriate behavior to School Administration in order to maintain a safe learning environment

- All School employees must acknowledge receipt of the current Williston Employee Handbook and abide by all rules, policies, and procedures stated in such document
- Having a cell phone is an expectation of employment at Williston, not only for communication purposes, but also for the school's emergency protocols
- Other duties as needed/assigned by the Director of Financial Services & Controller

Qualifications:

- Associate degree or higher, with 3-5 years of accounts receivable experience is preferred
- Extensive working knowledge of Microsoft Office Suite, (Word, Excel, etc.). Proficiency with technology is essential. Knowledge of Blackbaud and Veracross, the two primary databases, is a distinct plus
- Knowledge of Generally Accepted Accounting Principles (GAAP) is required when processing financial transactions in internal systems
- Independent School experience and/or AI is a plus
- Must be able to work intuitively and independently as well in a group on multiple projects simultaneously and work well under limited time constraints
- Demonstrated excellent verbal and written communication skills and be highly organized
- Demonstrated writing, interpersonal and communication skills in order to successfully interact with diverse staff, faculty, students, families and other constituents of the School
- Shows a commitment to the culture, tradition, and philosophy of the educational mission of a residential secondary school
- All employees are required to participate in annual boundary training as a condition of employment
- Must have the ability to work in a school environment by successful completion of all legally required and school-required background checks, including the state-mandated CORI, Criminal Offender Record Information, SORI, Sex Offender Record Information and Fingerprint-based criminal background check
- Positive appearance, attitude, and presentation with a strict sense of confidentiality
- Possess a valid driver's license
- Regular, consistent attendance and punctuality are required as conditions of employment
- Be willing to resolve unexpected problems and be flexible to perform unscheduled assignments
- Knowledge and the following of Generally Accepted Accounting Principles (GAAP) is required when processing financial transactions in internal systems

Physical Qualifications

The person in this position:

- Regularly communicates with other staff, brokers, vendors, visitors in person, via phone, email, etc. and must be able to convey accurate information in these situations
- Occasionally moves small/medium sized items that may weigh up to 25 pounds
- Is capable of moving about the offices to access files and/or office machinery
- Regularly operates computers or other office machinery, i.e. calculators, copy machines, printers
- Observes, recognizes, identifies other staff, brokers, vendors, visitors
- Can remain in a stationary position, (i.e. sitting, standing), for extended periods of time

Working environment

- The work environment is usually moderately quiet; however, variations in noise level may occur when employees attend school functions such as assemblies and other events
- The environment may be stressful and hectic at times with frequent interruptions, multiple distractions, and changing priorities
- This position is primarily an administrative position performing duties in a typical office setting and thus is exposed to minimal adverse working conditions

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects administration's assignment of essential functions; and nothing in this herein restricts administration's right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of the minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.