



VACANCY ANNOUNCEMENT

Professional Services Specialist 4, Administrative Services

Job Number:	500560
Category:	Professional
Department:	Bursar's Office
Close Date:	5/6/25 (11:55pm)
Location:	Glassboro, NJ

Position Description:

Reporting to the Assistant Bursar, 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 supporting day-to-day operational activities associated to the institutional loan programs, including but not limited to: data file exchanges with loan servicer, generation of Promissory Notes, Entrance Counseling, E-Exits, TILA-Zs, Primary Care Loan (PCL) service obligation self-certifications, loan consolidations, monitoring monthly reports, processing Perkins loan assignments, working past due borrower reports and submitting past due borrowers to SOIL or collection agencies. 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:

- Generate promissory notes, electronic entrance counseling, and generate electronic exit interviews for loan borrowers.
- Generate TILA-Z (Truth in Lending- Regulation Z) loan disclosures; Loan Estimate, Closing Disclosure, and the Right to Rescind for new loan borrowers.
- Monitor completion of all required loan documents, follow-up with perspective borrowers as needed, advise Financial Aid when documentation is complete so loans can be disbursed in Banner, and manually add new borrower demographic information to the ECSI system along with initial and ongoing loan advances.
- Monitor and follow-up with loan borrowers to ensure exit requirements are completed and add holds to student accounts if exit requirements are not completed.
- Assist with virtual exit interview presentation that is hosted by Rowan Financial Aid, specifically session hosted for LDS and PCL borrowers.
- Generate and mail PCL loan service obligation self-certification forms and follow-up as needed to ensure they are returned. If not returned or if it is determined service obligation has been breached, work with provider to initiate required interest rate increase.
- Review monthly past due and default loan borrower reports for all Institutional Loan programs (LDS, PCL, Perkins and UNISA). As well as small balance write off reports.
- Perform necessary collection efforts via phone, email, mail, skip tracing w NSLDS and Google, and interact with collection agencies.
- Prepare separate loan borrower SOIL file.
- Process and return completed loan verification consolidation requests, consolidation payments, underpayment certification forms and overpayment refunds.
- Process Perkins loan assignments in a timely fashion, to ensure Rowan remains compliant with associated federal regulations.
- Process write-off requests, as needed for past due borrowers.
- Assist borrowers with deferment, forbearance and special billing requests, as well as other general customer service associated with loan programs.
- Serve as a point of contact or institutional loan programs.
- Download separate monthly accounting reports to support journal entries and complete monthly reconciliations to ensure Banner matches with third party accounting systems.
- Attend Cross Departmental Customer Service Meetings, and other meetings with staff from other student facing administrative offices, and report back to Bursar team new information learned.
- Process Rowan Buck requests.
- Monitor Bursar Department budget by tracking supplies, submitting requisitions and invoices for processing.
- Assist with the processing of third-party vouchers and payments.

- Provide customer service to parents and students by answering their inquiries via telephone, e-mail and in-person.
- Support collection efforts as needed to improve and support the University's overall AR.
- Assist the Bursar leadership team with special projects that involve both analytical and strong organizational skills.
- 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.
- 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 various tasks including (Semester Abroad, SOIL for larger non-loan student population, RB K-1 remittances, loan Annual Operating Reports).
- Other duties as assigned.

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.

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.

Five (5) 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 one (1) year of the above-mentioned professional experience.

Note: "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

Salary:

- Range P18 (\$54,351-\$61,783)

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/500560/bursar-analyst-pss4as-bursars-office>.