

To enrich education through diversity, The College of New Jersey is an Equal Opportunity Employer and is dedicated to the goal of building a culturally diverse staff committed to teaching and working in a diverse environment, and strongly encourages applications from women, minorities, individuals with disabilities and veterans.

Close Date: March 7, 2025

Job Title: Student Accounts Specialist

NJ CSC Job Title & Code: 80081 Program Assistant

Job Category: CWA 35 hour Workweek, Non-Exempt

Union Description: CWA

Class Code: 16

Internal Salary Range: C16-\$49,738.97 - \$69,977.51

External Salary Range: C16-\$49,738.97 - \$56,485.15

The internal salary range is used for applicants who are current NJ state employees with underlying classified status for promotional calculations who meet the requirements below.

The external salary range is used for candidates who are not NJ state employees who meet the requirements below.

Position Summary:

Reporting to the Director of Student Financial Systems, the Program Assistant is responsible for providing analytical, administrative, and programmatic support for the Office of Student Accounts. This position will focus on supporting the Client Service Assistants for business continuity while providing superior customer service, transactional processing in PAWS, Blackboard, and AIMS, reconciliations, issue resolution, and documentation. This position will manage the federal required compliance of student refund outreach and reconciliation. This position will serve as primary support for the office emails, phones, and general office needs. Additionally, the Student Accounts Specialist will serve as a liaison between the Office of Student Accounts and all internal and external groups, as they relate and interact with the student-oriented systems and data.

Main Responsibilities:

- Provide backup support for the Client Service Assistants during height of busy periods allowing for business continuity. Be able to complete Client Service Assistant functions. Responsible for transactional updates to PAWS (PeopleSoft Campus Solutions) Student Financials and common modules, Blackboard, and AIMS.
- Assist with PAWS, Blackboard, and AIMS system testing, implementation, updates, and support of business processes and related enhancements.
- Responsible for answering the main office telephone line within an appropriate time and providing accurate, timely information to callers while utilizing resources as needed. Additionally, managing the office email account and responding to all emails within 24-48 hours with accurate information.
- Complete outreach to students with uncashed student refund checks as per federal requirement. Comply with all requirements including the recording, reporting, processing, and reconciling of returned funds within the federal mandated time frame.
- Prepare analyses, summaries, and reports based on data, information, and records maintained, including both routine scheduled and ad-hoc reporting requests Complete all office reconciliations to meet month end requirements.
- Support office operations by managing the dual enrollment and community college partnership cohorts in conjunction with the Enrollment Management division.
- Assist with events for Card Services, Parking Services, Orientations and other customer-facing processes, providing clear communication and guidance with customers as it relates to Student Accounts procedure.
- Provides end-user support and training with exceptional customer service to staff members and other college employees on various systems. Prepare quality, detailed procedural documentation on all operations to fulfill the backup role.
- Oversee the student workers to ensure they have daily tasks, projects and goals. Be able to support their needs while they are working in the office.
- Serve as the Office of Student Accounts liaison with various pertinent offices, committees, and other cross-functional administrative meetings, processes, or projects.

Required Qualifications:

- Bachelor's Degree in Business Administration or closely related field. Experience working with a comprehensive database oriented financial system. Strong Microsoft Office Skills.
- Advanced knowledge of computers and ability to utilize a variety of software applications.
- Experience with financial systems queries.
- Advanced Microsoft Office skills.

Persons with disabilities may request reasonable accommodations in order to perform the essential functions of the position. If the requested accommodation(s) cannot be made because it would cause the employer undue hardship, the applicant may not be eligible for the position.

Employer Qualifications:

- Final offer of employment is contingent upon the successful completion of a background check and reference checks.
- **Residency Requirement:** In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new public employees in certain positions (faculty exempt) are required to obtain New Jersey residency within one (1) year of employment. Applicants must meet the requirements listed.

About TCNJ

TCNJ is a highly selective institution that has earned national recognition for its commitment to excellence. Founded in 1855, TCNJ has become an exemplar of the best in public higher education and is consistently acknowledged as one of the top comprehensive colleges in the nation. TCNJ currently is ranked as one of the 75 "Most Competitive" schools in the nation by Barron's Profiles of American Colleges and is rated the No. 1 public institution in the northern region of the country by U.S. News & World Report. TCNJ was named the #10 value in public higher education by the Princeton review in 2009 and, in 2006, was awarded a Phi Beta Kappa chapter - an honor shared by less than 10 percent of colleges and universities nationally. A strong liberal arts core forms the foundation for programs offered through TCNJ's seven schools - Arts & Communication; Business; Education; Humanities and Social Sciences; Science; Nursing, Health, and Exercise Science; and Engineering. TCNJ faculty members are teacher-scholars who share a commitment to liberal learning. TCNJ is located within an hour, by train, of New York City and Philadelphia. The College's campus is set on 289 tree-lined acres in suburban Ewing Township and is known for its natural beauty and has 39 major buildings.

Employee Benefits:

As a member of The College of New Jersey Community, you will be a part of an exciting and rewarding public university career. Eligible full-time employees will be able to take advantage of a generous benefits package that includes health, welfare, and retirement benefits, including:

- Comprehensive benefit plans covering medical, dental and prescription plans
- Generous leave entitlements program and Energy Savings Program
- Employee and dependent Tuition Waiver and Reimbursement Program
- Pension, retirement, and deferred compensation plans, group life insurance
- Employee Assistance Program (EAP)
- Employee affinity groups
- [New Jersey State Employee Discount Program](#) (Pet insurance, cell phone plan discounts, discounted amusement park tickets, etc.)
- Access to extensive learning opportunities

To view a comprehensive list of benefits available to employees, visit our [Health Benefits Plans and Programs](#) page to learn more!

Application Instructions

Qualified candidates should apply online at: careers@tcnj.edu and submit a letter of interest, resume (CV), as well as the names and contact information for three professional references. Applications will be considered until a viable candidate is selected.

SAME Applicants

If you are applying under the New Jersey "SAME" program, your supporting documents (Schedule A or B letter), resume (CV), as well as the names and contact information for three professional references by the closing date listed above to: same@tcnj.edu. 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.