



POSITION SPECIFICATION

Director of Student Account Services
Maryland Institute College of Art (MICA)
Baltimore, MD
www.mica.edu

The Institution:

Founded in 1826 – MICA is the oldest continuously degree-granting college of art in the nation. MICA has become the leader in the education of artists and designers by fostering a community of talented, creative individuals committed to redefining the boundaries of art and design and to expanding their own vision and perspective through rigorous study. MICA's innovative curriculum, well-equipped campus, and world-class faculty all have a single purpose: provide the education, experiences, and resources needed to prepare the artist and designers who will lead in the 21st century. See www.mica.edu for more detail.

- Ranked in the top 10 of MFA programs in the visual arts by U.S. News & World Report
- In each of the past four years, MICA has been listed as a top producer of Fulbright Scholars among specialty schools by The Chronicle of Higher Education, and was ranked No. 1 in 2008-09
- Named one of the top two studio arts programs in the country by Parade magazine
- Listed among the 25 best U.S. design schools by ID magazine
- The Princeton Review named MICA a "Best Northeastern College" in 2008, 2009, and 2010

Since 2000, MICA's student body has grown by 50 percent—to 2,100 undergraduate and graduate students. MICA's endowment has doubled. And the campus has grown as well: adding landmark buildings that have raised the bar for good design in Baltimore, enhanced residential and student life environment, and expanded open and green spaces. MICA is an important destination for cultural programming in the region.

The Position:

The Director of Student Account Services is responsible for developing and implementing policies and procedures for all student accounts and collections, and for supervising all activities associated with student billings, accounts receivables, and collections. The Director is also responsible for ensuring compliance with federal and state regulations and minimizing past due and uncollectible accounts. This person works closely with other key personnel of the College, as well as with external collection agencies, and reports to the AVP of Fiscal Affairs and CFO. Manages a staff of four.

Essential Duties and Responsibilities include:

- Supervise all billing, collections, and disbursement control, and Federal Perkins Loan Program.
- Oversee and coordinate the student accounts staff, processes and day-to-day activities, including preparing tuition billings, preparing and sending tax documents for students (1098T's), working with accounting staff on reconciliations between student accounts and the general ledger, developing and monitoring student payment plans, and preparing accurate and timely reports necessary for the effective operations of the College.
- Develop tuition billing policies and procedures and communicate them to students in clear, timely, and customer friendly ways.

- Develop in-house collection policies and procedures, manage the processes to minimize past due accounts, including the preparation of regular aging reports and creation of tools to assist staff in collection efforts and coordinate activities of external collection agencies.
- Work closely with Financial Aid on developing accurate and timely student bills and disbursements.
- Resolve questions and complex issues with students and other constituents in a customer-friendly and timely manner.
- Ensure that student refunds are processed in a timely manner in accordance with financial aid federal regulations.
- Administrator for campus stored value program (MICARD) and oversee the administration of the Perkins Loan programs for the college, ensuring that they are handled in accordance with government regulation and college policy.
- Identify information technology needs for the department within an integrated environment that emphasizes seamless web resources for student transactions to improve efficiency and effectiveness.
- Other duties as assigned, including special projects for the AVP of Fiscal Affairs and CFO.

Qualifications:

- Individual must have at least a Bachelor's degree with a minimum of 4–6 years experience in positions with similar responsibilities, including staff supervision.
- The individual must have the ability to work with a diverse group of people and have strong communication skills.
- Excellent customer service and interpersonal skills are required along with demonstrated ability to manage accounts receivables and minimize bad debt.
- Technical ability in Oracle/PeopleSoft or an alternative similar operating system to manage tuition systems, meal plans, and student id's.
- Experience with Federal Perkins Loan preferred. Stafford, Private, Plus ok.
- Experience using electronic databases.

Why consider the opportunity?

- *Reputation.* The mission is inspiring. Enrollment is at an all-time high. Advancement funding is at an all-time high.
- *Transformation.* MICA is looking for a progressive student accounts leader who can lead the charge from "good to great."
- *Culture.* MICA offers a creative, stimulating and diverse campus and work environment. The college is nimble and operates with as few rigid structures as possible.

For more information or to apply, contact:

Stephanie Fowler
Sr. Consultant
Summit Search Solutions, Inc.
sfowler@summitsearchsolutions.com
Direct 530-677-9945

Carrie Coward
President
Summit Search Solutions, Inc.
ccoward@summitsearchsolutions.com
Direct 828-669-3850