



The Office of Business & Finance at Johnson University invites applications for the position of Student Financial Services Advisor on the Tennessee campus. Applicants for this position should submit a cover letter, resume, and three professional references via email to (HResources@JohnsonU.edu).

Position Title: Student Financial Services Advisor

Organization: Johnson University System

Work Location: Johnson University Tennessee (Knoxville, TN)

Reports to: Student Account Manager

Classification: Hourly, Full-Time (40 hours per week)

FLSA Status: Non-Exempt

Benefits Eligible: Yes

General Job Description:

The individual must be a dynamic, highly skilled professional. The successful candidate is responsible for providing guidance to students, parents, and prospective students regarding all aspects of student finances. This individual is also responsible to assist with analysis, planning, and implementation of new processes and information systems to better meet the needs of all internal and external users. Lastly, this individual strives to ensure that students and/or parents experience excellent service that surpasses expectations.

Position Duties & Responsibilities:

- Provide financial counseling to parents and students regarding financial aid, payment options, and payment plans with the authority to negotiate special payment arrangements.
- Using clear and understandable communication, must ensure all problems and questions from students and/or parents regarding student finances are resolved in a timely manner;
- Responsible to be in compliance with internal policies and procedures and governmental regulations. This requires the ability to comprehend and apply professional judgment in interpretation of regulations;
- Responsible to ensure all students make financial arrangements prior to starting classes;
- Responsible to reach out to students and/or parents to initiate the settling of student account balances in escalated or special situations under the direction of the Manager;
- Minimize the bad debt expense incurred by the University;
- Manage special projects as assigned;
- Involved with hiring, training, supervision, and evaluation of receptionist(s);
- Assist team members when necessary to enable the success of the department.

Qualifications:

Education, Training, and/or Related Experience:

- Associates degree or equivalent in an area with focus in accounting/finance, business management, or counseling;
- One or more years of experience in a student financial services related department or comparable experience;
- Knowledge of Title IV programs and regulations.

Skills Requirement:

- Exceptional customer service orientation;
- Exceptional oral and written communication skills. Must be able to communicate sensitive and/or complex information in a confidential and straightforward manner;
- Must be a creative problem solver. Must have the ability to data mine to extract data to support opinions and/or resolutions;
- Proficient user of Microsoft Office and experienced in financial database systems;
- Must possess a high level of accuracy, self-motivation, strong attention to detail, and the ability to handle a heavy workload;
- Familiarity with academic environment, policies and procedures;
- Excellent organizational skills with the ability to organize and prioritize multiple complex projects and tasks simultaneously;
- Must be willing to work additional hours when necessary.

Working Conditions:

This position is primarily sedentary, working at a desk in a climate-controlled office. Some standing or walking will be required to maintain files and obtain information.

About Johnson University:

Since 1893, Johnson University has been a leader among historic faith-based colleges and contemporary fiscally responsible universities. Johnson is listed among the nation's "[Best Christian Colleges](#)," USA Today's "[Least Expensive Colleges to Get Your Degree](#)," and Forbes magazine's "[100 Most Financially Fit Colleges](#)" (10th among institutions accredited by SACSCOC). Across its three campuses (Tennessee, Florida, and Online), Johnson currently offers 35 bachelor's programs, 13 master's programs, and a Ph.D. Undergraduate students complete a 58-unit arts and sciences core and a 30-unit biblical and theological studies requirement in addition to their professional major. Johnson faculty strive to prepare promising students for excellence in Christian ministry and other strategic vocations through an affordable, community-oriented, Christ-centered education. As the Johnson University System continues to grow, we welcome new team members who wholeheartedly support Johnson's [mission](#), [values](#) and [statement of faith](#).

Equal Employment Opportunity Employer:

Except as provided below, qualified applicants are considered for all positions, and employees are treated without regard to race, gender, national origin, age, marital or veteran status, or disability—if such disability may be accommodated without undue hardship. The University, under various sections of Title VII of the Civil Rights Act of 1964 (as amended) and Title IX of the Education Amendments of 1972 (as amended), reserves the right to discriminate on the basis of religion, marital status or gender (with regard to certain positions) where approved job description for a position indicates that the determination relates to a bona fide occupational qualification reasonably necessary to the normal operation of that particular position, or where the job description can demonstrate that the University is unable to reasonably accommodate an employee's religious observance or practice without undue hardship in the conduct of that position's responsibilities and activities.