



## About St. Francis College (SFC)

Founded in 1859 by the Franciscan Brothers, St. Francis College (SFC) has a rich legacy of academic excellence and service. Located in Brooklyn, New York, SFC educates over 4,500 students, primarily from the five boroughs, with backgrounds representing over 70 countries and more than 40 languages. With a network of 20,000 alumni, the college has produced distinguished public servants, scientists, lawyers, business professionals, nurses, teachers, and members of the clergy.

Rooted in Franciscan values of community, collaboration, and connection, SFC remains committed to providing a first-class, attainable, high-quality education to individuals of all racial, ethnic, and religious backgrounds, with a special focus on working-class New Yorkers. In 2021, the College launched a transformative initiative to restructure academic and programmatic offerings, aligning them with 21st-century career needs while expanding its reach locally and internationally. In 2022, SFC relocated to a modern, state-of-the-art campus in Downtown Brooklyn, ensuring it continues to prepare students for success in a rapidly evolving world.

### Job Summary:

Reporting to the AVP of Enrollment Management, the **Student Accounts Liaison** serves as a key point of contact for tuition collection. The role focuses on outreach, relationship-building, and guiding students through payment options, while also supporting process improvements in collections and account services.

**Salary Range:** \$50,000 - \$60,000 per year

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## Essential Duties & Responsibilities: Student Accounts Liaison

### Student Outreach & Engagement

- Conduct proactive outreach (via phone and email) to students with outstanding tuition balances to encourage timely resolution.
- Build rapport and engage students in solution-focused conversations to explore feasible payment options.
- Educate students on payment plans, financial aid implications, registration holds, and relevant College policies.
- Provide high-quality customer service, demonstrating professionalism, empathy, and cultural sensitivity in all student interactions.

### Account Management & Documentation

- Monitor and track account statuses; follow up consistently with students until balances are resolved.
- Document all outreach efforts, student interactions, and payment arrangements in the College's student information system (e.g., Colleague/Self-Service).
- Generate and maintain reports on outreach activity, payment plan participation, and unresolved accounts to support enrollment and finance objectives.



### **Cross-Departmental Collaboration**

- Collaborate with internal departments—including the Bursar, Financial Aid, and Registrar—to support coordinated resolution of student account issues.
- Assist students in navigating multi-departmental processes related to billing, registration, and financial aid.

### **Process Improvement & Compliance**

- Identify process inefficiencies and support the development and implementation of improved operational workflows.
- Maintain confidentiality and ensure compliance with FERPA and institutional privacy standards.
- Perform other duties as assigned.

### **Minimum Qualifications**

- Associate's degree required; Bachelor's degree preferred.
- 1–2 years of experience in student accounts, collections, financial aid, customer service, or a related field.
- Strong interpersonal, verbal, and written communication skills with a customer-focused approach.
- Demonstrated ability to build rapport and work effectively with diverse populations in a professional, respectful manner.
- Highly organized and detail-oriented, with the ability to manage multiple priorities in a fast-paced environment.
- Comfortable initiating phone calls and maintaining consistent follow-up with students.
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook); experience with student information systems (e.g., Ellucian Colleague) preferred.
- Professional, adaptable, and self-motivated, with the ability to work both independently and collaboratively.
- Commitment to the mission, values, and student-centered culture of St. Francis College.

### **Job Classification/Work Schedule: Non-Exempt (Eligible for overtime pay)**

This is an in-person role requiring a minimum of four (4) days per week on campus. Extended hours and occasional weekend availability may be required during peak processing periods and campus events.

Interested applicants can apply by clicking [here](#).

**St. Francis College is committed to providing opportunities to all persons without regard to sex, race, creed, color, religion, national origin, citizenship status, age, disability, marital status, gender identity or expression, predisposing genetic characteristics, status as a victim of domestic violence, sexual orientation, status as a Vietnam-era or special disabled veteran, or any other characteristic protected by law in its education programs and activities or employment.**

**The College is an Equal Opportunity employer.**