



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 Head of Student Accounts and working closely with the Associate Director, the **Student Financial Services Counselor** supports the daily operations of the Student Accounts Office and serves as a primary point of contact for students and families regarding tuition, billing, payment options, and account balances.

This role is responsible for processing transactions, maintaining accurate financial records, supporting reconciliations, and resolving routine account inquiries. It requires strong customer service skills, advanced Excel proficiency, and the ability to work confidently with financial data. This is a professional staff position with growth potential within the Division of Student Financial Services.

Salary Range: \$45,000 – \$60,000 per year

Essential Duties and Responsibilities: Student Financial Services Coordinator

Student Support and Customer Service

- Serve as a primary point of contact for students and families regarding tuition, billing, payment plans, and account balances
- Provide accurate and timely support via email, phone, and in-person interactions
- Deliver a professional, student-centered service experience aligned with SFC values

Account Management and Transaction Processing

- Process payments, charges, adjustments, and refunds in accordance with College policies
- Maintain accurate student account records within institutional systems
- Support payment plan administration and follow up on outstanding balances



Financial Reconciliation and Data Integrity

- Reconcile daily transactions to ensure accuracy and completeness
- Review account activity, identify discrepancies, and support resolution
- Maintain the integrity of financial and transactional records

Reporting and Administrative Support

- Prepare reports and maintain tracking tools and documentation
- Ensure organized records to support audits and internal reviews
- Provide general administrative support to Student Financial Services

Collaboration and Process Improvement

- Partner with leadership to enhance workflows and operational efficiency
- Support process improvements and system updates
- Collaborate with cross-functional teams as needed

Compliance and Confidentiality

- Maintain confidentiality of student financial information
- Ensure compliance with institutional policies and applicable regulations

Qualifications

- Bachelor's degree in Finance, Accounting, Business, or related field preferred
- Experience in finance, customer service, or administrative operations preferred
- Ability to work accurately in a deadline-driven environment

Required Skills and Competencies

- Advanced Microsoft Excel skills, including formulas, sorting, filtering, and lookups
- Strong communication, interpersonal skills and customer service mindset
- Ability to analyze and interpret financial data
- Strong attention to detail and organization
- Sound judgment and problem-solving ability
- Ability to manage multiple priorities in a fast-paced environment
- Ability to work independently and collaboratively

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.