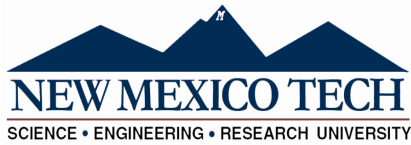


Posted: November 12, 2025



POSITION ANNOUNCEMENT

TITLE: STUDENT ACCOUNTS COORDINATOR

DEPT: BURSAR

REG ☒

TEMP ☐

FULL TIME ☒

PART TIME ☐

STARTING RATE or SALARY RANGE \$43,472-\$47,819

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: 11/21/2025*

CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

Student Accounts Coordinator administers daily operations within the Student Accounts Office. This position is responsible for ensuring the accuracy and integrity of the University's student financial records while maintaining compliance with institutional, state, and federal regulations. The role involves direct student account management, third-party billing, regulatory reporting, software administration, and process improvement initiatives.

JOB FUNCTIONS:

Student Account Services:

- Administer day-to-day functions of the Student Accounts Office, ensuring high-quality customer service and accurate record-keeping.
- Assist students with financial matters related to registration, billing, payments, refunds, adjustments, holds, and deposits.
- Coordinate and approve student account corrections, charges, and manual refunds.
- Assist with maintaining and updating TouchNet systems to support billing, payment, and deferred payment plan functionality.
- Collaborate with Admissions, Financial Aid, Registrar's Office, and other departments to align processes with the University's mission.
- Present student financial information during events such as New Student Orientation to educate students on account policies and procedures.
- Other duties as assigned

Third-Party Billing & Refund Processing:

- Carry out all third-party billing activities including contract setup, invoicing, payment processing, and account reconciliation.
- Ensure accurate and timely processing of student overpayment refunds per University policy.
- Serve as a liaison between the University and third-party sponsors.

Compliance & Regulatory Reporting:

- Ensure adherence to federal and state regulations including, but not limited to:
 - o Title IV Financial Aid regulations
 - o IRS tax regulations (e.g., 1098-T processing)
 - o Red Flag Rules
 - o Truth in Lending Act
 - o Fair Debt Collection Practices Act (FDCPA)

- Assist with NRA (Non-Resident Alien) account processing and ensure proper tax compliance.

System & Data Management:

- Assist with the maintenance and functionality of accounts receivable systems including Banner and TouchNet.
- Troubleshoot system issues and identify process inefficiencies, recommending improvements as needed.
- Participate in the implementation of new technologies and business processes across the department.

Policy & Procedure Development:

- Assist in the creation, review, and implementation of departmental policies and procedures.
- Help document all processes and systems in coordination with the Bursar.
- Provide input on succession planning and departmental structure for long-term efficiency.

Statements, Billing & Collections:

- Generate and send monthly statements and electronic bills each semester.
- Monitor delinquent accounts and participate in collection processes per institutional policy.

Professional Development & Leadership:

- Remain up to date on changes in regulations and best practices through self-directed learning, conferences, and professional development opportunities.
- Foster a collaborative and educational environment for staff and students.
- Attend departmental and cross-functional meetings as needed.

REQUIRED QUALIFICATIONS:

Associate's degree or completion of program 18+ months after high school in Accounting or business related field. Two (or Three) years accounting experience including reconciliation and development of procedures. Strong oral and written communication skills. Professional disposition with clear and effective communication skills and good independent judgement, as well as the ability to maintain strict confidentiality. Proficient in Microsoft Office applications, especially Excel. Ability to work independently on assigned projects.

DESIRED QUALIFICATIONS:

Bachelor's Degree in Business or related field plus a concentration in accounting (concentration is introduction to accounting plus 12 additional hours in accounting). 6 hours may be waived for experience (1 year experience = 3 hours) Supervisory experience. Experience in a university setting. Proficiency with student information systems (e.g., Banner), billing platforms (e.g., TouchNet), and reporting platform (e.g., Argos). Demonstrated experience with process improvement or systems implementation projects.

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	O
30 - 50 pounds	S
50 - 100 pounds	
100 + pounds	

PHYSICAL DEMANDS:

Standing 3%	Sitting 70%	Walking 15%	Pulling
Pushing	Lifting 10%	Stooping	Kneeling
Crawling	Climbing	Reaching 2%	Other

Apply to: nmtjobapps@npe.nmt.edu