

Graduate Assistant for Student Accounts

POSITION:	Graduate Assistant for Student Accounts
SUPERVISOR:	Director of Student Accounts
DEPARTMENT:	Student Accounts
LOCATION:	On-campus, located in Tiffin, OH
JOB TYPE:	Part-time (20 hours per week)

Graduate Assistant for Student Accounts Description:

The Graduate Assistant (GA) in the Student Accounts Office supports administrative operations related to student billing, payments, and customer service. The GA works alongside the Student Accounts team to ensure that inquiries are properly addressed and refers financial aid-related questions to the appropriate office or personnel. This role plays a key part in ensuring the accurate and timely processing of financial transactions and account inquiries, while maintaining professionalism, confidentiality, and adherence to university policies.

Graduate Assistant for Student Accounts Responsibilities:

The Graduate Assistant (GA) in the Student Accounts Office supports the administrative functions related to:

Student Account Management

- Assist with processing student tuition and fee payments, issuing refunds, and maintaining accurate student account records.
- Review and reconcile account balances, ensuring accuracy and resolving discrepancies.
- Support the preparation and distribution of student account statements.

Customer Service

- Respond to student, parent, and staff inquiries regarding account balances, billing, and payment plans.
- Provide accurate guidance on payment deadlines, procedures, and financial policies.
- Assist in resolving account-related issues in a timely and professional manner.
- Support Student Accounts in presentations and events.

Billing and Payment Processing

- Assist in generating invoices and statements for tuition, fees, and other charges.
- Help set up and maintain student payment plans, ensuring timely payments and account communication.
- Administer the employer reimbursement program.
- Process and manage financial guarantees, including those from the Cultural Mission of the Royal Embassy of Saudi Arabia (SACM).

Administrative Support

- Perform general administrative tasks such as data entry, filing, and updating account information in the university's financial system.
- Assist in the preparation of financial summaries and reporting.
- Organize and maintain confidential student account records in compliance with university policies and FERPA guidelines.



Special Projects

- Participate in departmental projects, including audits, system updates, and process improvement initiatives.
- Support research and assist in developing innovative strategies for financial aid support and account management.

Graduate Assistant for Student Accounts Requirements:

Education

- Bachelor's degree in accounting, finance, business administration, data analytics, operations, or related field.
- Enrollment in a graduate program at Tiffin University.
- Two-year commitment.
- Term for Fall, Spring, and Summer semesters.

Qualifications & Skills

- Strong organizational and time-management skills.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Attention to detail and strong problem-solving abilities.
- Excellent verbal and written communication skills.
- Professional, tactful, and confidential approach to sensitive information.
- Familiarity with student billing software and financial aid systems (preferred but not required).

Graduate Assistant Policies and Procedures:

- As a Graduate Assistant, you receive 100% of tuition (including books, class lab fees, and technology fees) covered by Tiffin University and a \$4,800 standardized annual stipend.
- Graduate Assistants must be regularly admitted into one of Tiffin University's Graduate programs. They must be enrolled and attending a minimum of 4 credit hours.
- The Graduate Assistant is required to work 20 hours per week and not to exceed 1000 hours per year.
- Graduate Assistants are required to be continuously enrolled and attending courses and working their assistantship through Fall, Summer, and Spring semesters.
- Graduate Assistants are considered part-time employees and are not employed in a permanent classification. Graduate Assistants are not eligible for benefits, including but not limited to sick and annual leave, health and life insurance, and retirement.
- Employment approval and or continuation is contingent upon a successful background check.

Tiffin University provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. While we strive for a diverse mix of candidates, all employment decisions are made without regard to race, sex, or other protected characteristics.



Tiffin University is an Equal Opportunity Employer