Title	Billing & Systems Coordinator
Job location	Washington, DC
Status	Full-time
Supervisor	Amy Roshannon, Director of Student Services
Anticipated Start Date	January 15, 2018

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Description of the Organization

CET Academic Programs is a study abroad organization that has been developing and delivering innovative educational programs abroad since 1982. Originally "China Educational Tours," CET began operations in Beijing, later expanding to other locations around the world. Today, CET offers a varied portfolio of semester, summer, and short-term customized programs in Asia, Europe, Latin America, and the Middle East for college, high school, and pre-college students.

CET is known for high program standards, strong academics, a nimble and collaborative approach to partnerships, and supportive student services. Through elements such as field-based course components, internships, community-based learning, and housing with local roommates, CET strives to integrate students into the local community and facilitate lasting relationships with hosts. As an environmentally conscientious organization, CET aims to adopt sustainable measures across its operations. And through its commitment to inclusion, CET seeks and encourages the participation of students from diverse backgrounds, ensuring a welcoming, hospitable program environment that promotes student learning.

Description of the Position

The Billing & Systems Coordinator serves as a member of the CET Student Services team, reporting to the Director of Student Services, and working closely with Student Services Coordinators to provide excellent service to students, university partners and CET colleagues. The BSC will be responsible for program invoicing, and working with students and partners to collect payments and set up billing arrangements. The BSC will also be involved in the implementation of a new financial management system, and will assist in setting up new billing processes for CET in this system. The BSC will play a key role in CET scholarships, reviewing applications and awarding funds to students. The BSC's responsibilities also extend to managing processes in the Terra Dotta (TDS) application system. The BSC will support CET staff with their TDS needs related to troubleshooting system issues, setting up new accounts, creating training materials, etc.

Areas of Responsibility

Billing
- Create and send student invoices, set up payment plans and process payments.
- Work with university partners on billing arrangements and invoicing.
- Follow up with students and universities on late payments.
- Complete Consortium Agreements and W2 forms for students and university partners.
- Handle the invoicing procedures for CET's School of Record agreement.
- Work with the Director of Student Services on cancellation fees and issuing refunds.
- Manage the payment of invoices for CET's international insurance provider (GeoBlue) and visa processing agency (CIBT).

Systems Management
- Assist with the implementation of the new financial management system (Centaur) and develop processes for CET invoicing.
- Input and manage student, program and scholarship information in CET's financial management system.
- Manage student deposits and payments in the Terra Dotta (TDS) and Centaur systems
- Work closely with the Student Services Coordinators to manage application and predeparture materials and processes in TDS
- Create TDS training materials; set up accounts and provide trainings for new users.
- Provide TDS tech support to CET staff and students.

Student Support Services

- Work directly with students, parents, and university study abroad offices, via telephone and email correspondence, to answer questions related to invoices, billing and scholarships.
- Communicate with university financial aid offices and students regarding their financial aid disbursements and payment options.
- Review scholarship applications and manage the awarding of funds to recipients.
- Enroll students and CET staff in CET's international insurance plan.

Requirements

- Bachelor's degree.
- Two to three years' work experience.
- Experience working with students and/or working in a university setting (study abroad, financial aid or student accounts office).
- Experience working with Terra Dotta software, or other information management systems.
- Experience working with financial management software.
- Extreme attention to detail and outstanding organization skills.
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students and staff.

- Excellent verbal and written communication skills and telephone demeanor.
- Strong time management skills and the ability to manage conflicting priorities.
- Ability to take initiative and use good judgement when solving problems.
- Flexibility, and an enthusiastic willingness to take on new tasks and try new challenges.
- Cultural sensitivity, patience, flexibility, positive attitude, and a sense of humor.

Salary and Benefits

CET offers an excellent compensation package which includes salary plus:
- 8 weeks of paid Parental Leave (maternity & paternity)
- 5 weeks of Paid Time Off, to start
- 401K retirement plan
- Health and life insurance options
- Employee assistance program
- Travel and education-in-service opportunities
- Professional membership in the International Airlines Travel Agent Network

This position is for employment within the United States, based in CET's Washington D.C. office. Please note that our company does not sponsor US employment visas. The successful completion of a background check is required for this position.

To Apply

Our company is committed to diversity, and we work hard to maintain a welcoming, non-discriminatory office culture. We welcome qualified applicants of all backgrounds to apply to our openings. It is our policy to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.

Qualified candidates should submit the following:
- Résumé.
- Formal cover letter that outlines the position to which you are applying (Billing & Systems Coordinator), your qualifications and experience, and where you first heard about the position.
- List of three references.

Applications missing any of these components will not be considered.

Application Deadline: November 5, 2017

Send application materials via mail or e-mail (as Word or PDF attachments) to:

Amy Roshannon, Director of Student Services
E-mail: jobs@cetacademicprograms.com