

**Program Assistant, Administrative Services
Kean University**

Direct Link: <https://www.AcademicKeys.com/r?job=229605>

Downloaded On: May. 9, 2024 12:52am

Posted Jan. 26, 2024, set to expire May 27, 2024

Job Title	Program Assistant, Administrative Services
Department	Office of Student Accounting
Institution	Kean University Union, New Jersey
Date Posted	Jan. 26, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Fiscal Services Administrative Support/Services
Job Website	https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Program-Assistant--Administrative-Services_R2575-1
Apply By Email	
Job Description	

External Applicant Instructions

- Please upload your resume/CV for automatic population of information to your Kean application.
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Your contact information, work experience and education will be automatically filled in. Please review all fields - you will need to verify that the data is accurate.

- **In the “My Experience” section, you will find a resume/CV upload option where you can submit your cover letter and any other supporting documents you may wish to submit.**

Office of Student Accounting

Program Assistant, Administrative Services

Under the general direction of the Director of Student Accounting or other supervisory designee, the Program Assistant, Administrative Services is responsible for performing basic professional functions using established policies, procedures, precedents and guidelines such as payment processing, reconciliation duties, refund processing and applicable computations. This position will assist students with billing and financial inquiries pertaining to their student account, while upholding the customer service standards, policies and procedures of the University. Responsibilities will consist of assisting in all aspects of customer service for the Office of Student Accounting, which includes responding to incoming calls and emails as well as in person consultation for all associated Student Accounting areas. The Program Assistant will also process payments, enter payments to the correct cash receipt code, process refunds and update the accounts receivable database, meal plan processing, reporting and analysis of all ID card currency transactions; and perform related work as required. *This position requires a flexible schedule including evening hours during peak times. This is not a remote position and requires physical presence on campus as determined by the Supervisor.*

Qualifications: Graduation from an accredited college with a Bachelor's degree is required. Applicants who do not possess the required education may substitute experience on a year for year basis. Applicants who possess an Associate's degree may substitute two (2) years of position-related experience for the remaining two (2) years of education. Candidates must have strong customer service, oral and written communications skills. Prior customer service experience in working with accounts receivable or financial transactions and experience in education is a preferred.

The selected candidate will be required to pass a four (4) month Working Test Period.

Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official

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transcripts for all degrees are required prior to the starting date of employment.

New Jersey SAME Program Applicants: If you are applying under the NJ State as a Model Employer of People with Disabilities (SAME) Program, your supporting documents (Schedule A or B Letter) must be submitted along with your resume by the closing date indicated above. For more information on the New Jersey SAME Program, please visit the website at: <https://nj.gov/csc/same/overview/index.shtml>, email: Same@csc.nj.gov or contact our Kean Recruiting Team at SAME@kean.edu.

Attention current Kean University employees (including part-time Student Assistants, Graduate Assistants, Academic Specialists and Adjuncts): Please apply via the internal career site to ensure consideration as an internal candidate. To apply internally, please log into your Workday account and select the Career icon on your homepage to view available positions.

Additional Information

Kean University complies with the [New Jersey First Act](#) (Senate Bill No. 1730, P.L. 2011, Chapter 70). Any individual newly hired by Kean University will be required to abide by this law and establish a principal residence in New Jersey. New employees will have a full 365 days to establish such residence, from the effective date of hire.

In compliance with the Americans with Disabilities Act (ADA), if you have a disability and would like to request an accommodation in order to apply for a position, please refer to Section III.A. of our [Reasonable Accommodations Policy & Procedures](#).

Diversity & Non-Discrimination Statement

Kean University is committed to establishing and maintaining a diverse campus community through inclusive excellence and equal opportunity. Kean's commitment to access and equity is designed to prepare each graduate to not only thrive, but climb higher in a diverse world. As an affirmative action, equal opportunity institution we work to support a campus-wide agenda to foster a community that both values and promotes the diversity and equity of all students, faculty, staff, administrators, and beyond.

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EEO/AA Statement

Kean University is an Equal Opportunity/Affirmative Action/Veterans/Disability Employer

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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