

Coordinator, Student Tuition Services
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=261323>

Downloaded On: Sep. 7, 2025 4:25am

Posted Aug. 18, 2025, set to expire Dec. 17, 2025

Job Title Coordinator, Student Tuition Services
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Aug. 18, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Coordinator
Professional Staff

Academic Field(s) Admissions/Student Records/Registrar

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Job Description

Posting Details

Position Information

Position Title: Coordinator, Student Tuition Services

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Requisition Number: SCA00850

General Description

Reporting to the Director, the Coordinator, Student Tuition Services is a key member of the leadership team responsible for administering and coordinating the daily operations of the office. This role provides oversight of customer service and payment processing functions, applying sound judgment within established policies and procedures to ensure efficiency, compliance with Title IV regulations, and adherence to the College's internal controls. The Coordinator serves as a campus resource on tuition services, exercising independence in planning and carrying out work, while fostering a high level of service to students and staff across the College community.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Assists the Director in the development and implementation of strategies to ensure full compliance of internal control procedures concerning student payment processing functions.

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- Assess, recommend and implement strategies to improve effectiveness, customer service and operational performance.
- Plan work schedules of staff to ensure operational effectiveness.
- Manage, develop and evaluate direct reports to maximize performance, including best practices for customer service.
- Provide guidance and support to Enrollment Services Associates (ESAs) to ensure full compliance of internal control procedures and the highest levels of customer service in responding to basic questions concerning account balances, the tuition payment plan, various methods of payment and how to make payments online.
- Audit day to day payment processing functions: ensure that teller drawers balance with daily reporting to substantiate correct payment processing.
- Oversee the disbursement of petty cash to staff in compliance with College guidelines.
- Provide leadership in human resource issues related to direct reports, such as hiring, performance reviews and disciplinary action as required.
- Provide general ledger account analysis as needed in support of the Controller's Office.
- Coordinate scheduling of armored transport carriers as needed.
- Assist the Director in collaboration with various departments including Records and Registration, Financial Aid, ITS, Admissions, Student Life and the Controller's Office.
- Maintain up-to-date documentation of processes and procedures related to areas of responsibility.
- Serve as a member of the Director's leadership team. When appropriate, represent the Director in College meetings and committees.
- Deliver quality customer service to both internal and external constituents in a professional, courteous and helpful manner.
- Participate in Banner, Cashnet and CRC upgrade testing and implementation as needed.
- Perform other duties as assigned.

Minimum Qualifications

- High school diploma or its equivalent (i.e. GED) is required.
- At least five (5) years of work experience in a customer service environment required.
- Ability to demonstrate an understanding of and commitment to quality customer service principles required.
- Demonstrated ability to solve practical problems using independent judgment and basic problem-solving techniques with minimal supervision required.
- Excellent communication (oral and written, including email) and interpersonal skills (phone, face to face) required to effectively communicate with students, the general public and College staff and faculty.

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- Computer proficiency in MS Word and Excel required.
- Demonstrated ability to handle multiple tasks and concurrent priorities in pressure situations required.
- Ability to promote and maintain positive, respectful work environment for staff required.

Preferred Qualifications

- At least five (5) years of work experience in a higher education setting preferred.
- Associates Degree preferred. Any and all degrees must be from a regionally accredited institution of higher learning.
- Previous experience in student financial related services preferred.
- Experience using an enterprise-wide system required. Experience with Banner by Ellucian preferred.
- Experience with ARGOS reporting preferred.
- Experience with TABLEAU reporting preferred.
- Experience in, and appreciation for a collective bargaining environment is preferred.

Benefits Summary

Benefits:

“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

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- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 2

Min Salary/Hourly Rate: \$47,389

Max Salary/Hourly Rate: \$78,192

Job Posting Open Date: 08/06/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?

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- CareerBuilder.com
- HigherEdJobs.com
- LinkedIn
- The Chronicle
- Veterans Job Fair
- Professional & Technology Diversity Career Fair
- AL DIA - Diversity Career Fair
- Community College of Philadelphia Website
- Indeed.com
- Other

2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
- No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have five (5) years of work experience in a customer service environment?
- Yes
 - No
5. * Do you have five (5) years of work experience in a higher education setting?
- Yes
 - No
6. * Do you have experience using an enterprise wide system?
- Yes
 - No
7. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability

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insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.

- Yes, the salary range is within my expected salary expectations.
- No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu

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All Jobs

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