

# Johnson University

The Student Financial Services Office at Johnson University invites applications for the full-time position of **Financial Services Administrative Coordinator** on the Tennessee campus. Successful applicants must possess exceptional communication and customer service skills, an associate's degree or equivalent experience in an area with a focus in finance/accounting or counseling, and understand and support the mission and core values of the University. Applicants for this position should submit a cover letter, resume, and the names and contact information for three professional references via email to the Director of Human Resources, Leslie Bean at [HResources@JohnsonU.edu](mailto:HResources@JohnsonU.edu). Review of applications will begin immediately and will continue until the position is filled.

## **General Job Description:**

The individual must be a dynamic, highly skilled professional. The successful candidate will provide guidance to students, parents and prospective students regarding financial aid and other pertinent financial counseling; answer questions regarding the student's financial account; help the financial aid/student accounts team surpass all expectations; make recommendations on awarding policies and procedures to meet University enrollment goals, and will participate in various activities promoting professional development.

## **Primary Duties & Responsibilities:**

- Serving as primary point of contact in the office for current and prospective students and/or parents;
- Responsible for main line of communication within the office, answering phones, responding to emails;
- Using clear and understandable communication with students, parents, and potential students regarding financial aid awards and student's account charges and credits;
- Utilizing enhanced internal and external communication systems to inform students and parents about financial aid awards;
- Assisting students with estimating their educational expenses to calculate their needs for the year, and discussing financial arrangements;
- Ensuring compliance with all financial aid policies, procedures and regulations when reviewing financial aid applications; exercise judgment when interpreting Federal and State regulations for specific student situations;
- Assisting team members when necessary to enable the success of the department.

## **Qualifications:**

- Associate's degree or equivalent experience in an area with focus in finance/accounting, or counseling;
- Prior financial aid experience preferred.

## **Abilities:**

- Exceptional customer service orientation;
- Exceptional oral and written communication skills. Must be able to communicate sensitive and/or complex information in a confidential and straightforward manner;
- Must be a creative problem solver. Must have the ability to data mine to extract data to support opinions and/or resolutions;
- Proficient user of Microsoft Office and experienced in financial aid database systems;
- Must possess a high level of accuracy, self-motivation, strong attention to detail, and the ability to handle a heavy workload;
- Familiarity with academic environment, policies and procedures;

- Excellent organizational skills with the ability to organize and prioritize multiple complex projects and tasks simultaneously;
- Must be willing to work additional hours when necessary.

**Working Conditions:**

This position is primarily sedentary, working at a desk in a climate-controlled office. Some standing or walking will be required to maintain files and obtain information.

**About Johnson University**

For over 125 years, Johnson University has been a leader among historic faith-based colleges and contemporary fiscally-responsible universities. Johnson is #57 on *Forbes* “[100 Most Financially Fit Colleges](#),” and #3 on [Best Value Christian Colleges](#). The university offers over 80 associates, bachelor’s, master’s and Ph.D. programs on our Kissimmee, FL, Knoxville, TN, and online campuses. Johnson’s vision to bring glory to God and hope to the world is rooted in our deep historic commitment to the values of Christian community.

**Equal Employment Opportunity Employer**

Johnson University is a Christian university affiliated with Christian churches and churches of Christ. Its mission is to educate students for “Christian ministries and other strategic vocations framed by the Great Commission in order to extend the kingdom of God among all nations.” Accordingly, Johnson University seeks to hire and educate individuals who share its vision and core values to carry out that mission. Johnson University does not unlawfully discriminate in admissions, educational programs, or employment practices.

Johnson University does not discriminate on the basis of race, sex, color, national origin, age, veteran status, genetic information, political affiliation, or disability—if such disability may be accommodated without undue hardship—in provision of educational opportunities, programs and activities, or employment opportunities and benefits, pursuant to the requirements of Title VI of the Civil Rights Act of 1964 and subsequent amendments to that act, Title IX of the Educational Amendments of 1972 and subsequent re-authorization of that act, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 and subsequent amendments to that act.

The University, however, reserves the right under those provisions to make certain employment decisions on the basis of religion, marital status, or sex consistent with the University’s religious beliefs when establishing qualifications for certain positions. Further, as a Christian ministry, the University retains the right to select those who serve in ministerial positions, as that term has been defined by the courts in the context of the First Amendment to the United States Constitution, based on criteria established by the University without regard to Title VII, Title IX, or any other federal, state, or local law governing the employment relationship.