



**JOB TITLE:** Business Office Representative

**POSITION SUMMARY / JOB GOALS:** Provides coordination of the business office affairs by entering all invoices and processing ancillary billing of students. Can effectively work on the collections of past due payments and issue out invoices to parents and company paid tuition. Can provide great customer service to parents, students and third party agencies

**QUALIFICATIONS / TRAINING:**

- Associates/Bachelor's Degree in Business preferred but not required

**EXPERIENCE / KNOWLEDGE:**

- Cash management
- Experience in data entry
- Experience in collections and customer service
- Knowledge and experience in Excel
- Experience in education a plus but not a requirement
- Experience in using Google Docs

**ATTRIBUTES:**

- Detail oriented and well organized
- Collaborative and a team-player
- Coachable mentality
- Highly organized with good time management
- Energetic and a self-starter
- Can work effectively in a highly regulated industry understanding compliance and abiding by it
- Can communicate well with parents, colleagues and supervisors
- Reliable and should be available to work M-F 8am-4:30pm

**REPORTS TO / EVALUATED BY:** Business Office Supervisor

**DIRECT REPORTS:** N/A

**MAJOR RESPONSIBILITIES AND DUTIES:**

- Enter weekly invoices into the AP system
- Run weekly aging balance report and reach out to any past due accounts
- Respond to tickets as assigned by supervisor within 24 hours
- Pull monthly ancillary billing (Campus Store, Private Lessons, Sports, Late Fees, Trips etc.), and bill student accounts
- Perform daily cash reconciliation
- Create invoices for third party billing or as requested by parents
- Amend contracts (payment plan, status, etc.)
- Process withdrawals (bill student accounts and initiate withdrawal process in NAV)
- Initiate and facilitate refund process working closely with regional corporate office
- Other duties as assigned



**THE VILLAGE SCHOOL**  
A NORD ANGLIA EDUCATION SCHOOL

**VILLAGE BELIEVES THAT EFFECTIVE EMPLOYEES ARE:**

- Accountable - Establishes a high performing culture and accepts accountability for organizational performance.
- Strategic - Leads opportunity and is committed to continuous improvement aligned with the organizational vision and direction.
- Collaborative - Works collaboratively with others to achieve organizational outcomes
- Entrepreneurial - Creates organizational value for diverse stakeholders and achieves commercial success.
- Enabling - Drives excellence through valuing and developing others
- Agile - Achieves personal and organizational success within a changing, dynamic and complex environment
- Resilient - Demonstrates personal resilience within a demanding environment of high expectations

Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee or Village to only the work identified. It is the expectation of the School that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.