



# WEST VIRGINIA STATE UNIVERSITY

## **Accounting Assistant – Non-Exempt Business & Finance – Office of Student Accounts**

### **West Virginia State University:**

West Virginia State University (WVSU) is a public-land grant institution, which was founded in 1891 as a Historically Black College and University (HBCU), and has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 3,500 students. The University is a community of students, staff, and faculty committed to innovative teaching and learning, research and service that offers 23 undergraduate and seven graduate degrees through its four colleges, and competes in athletics at the NCAA Division II level in five men's sports and six women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

### **Position Description**

The Accounting Assistant fosters a welcoming and inclusive environment, working with diverse students, parents, faculty, staff and other involved parties by providing the highest level of student facing front-line customer service (such as in person, by phone, and email) regarding financial status with the University. This position would also work in collaboration with the Office of Financial Aid and the Office of the Registrar and other related offices at the University to ensure that functions performed are in compliance with federal, state and University policies and procedures. We dedicate each day to student success and retention.

### **Responsibilities for the Accounting Assistant**

- Provides quality customer service and assures compliance with federal, state and university regulations, policies and procedures related to student accounts.
- Reviews and analyzes student accounts regarding tuition, financial aid, auxiliary services and other account assessments; contacts internal and external customers, agencies, financial institutions and government agencies as needed to research and/or resolve discrepancies.
- Assists in completing credit balance evaluations of accounts and prepares required documentation for processing refunds to student, parents, and/or third-party agencies.
- Creates electronic files for departmental use to increase efficiency and investigates new ways of completing work more effectively.

- Responds to in-person and telephone inquiries from agencies, students, parents, faculty and staff.
- Serves as parking permit co-coordinator with the University Police Department.
- Processes photo ID distribution to faculty, staff and students.
- Advises departments regarding university and/or departmental policies and procedures.
- May prepare and mail statements, invoices, reminders and collection notices.
- Performs related duties as required.

**Knowledge, Skills, Abilities:**

- Detect accounting/bookkeeping errors, resolve discrepancies and balance accounts.
- Apply policies and procedures.
- Read and comprehend a variety of written material; to use proper research methods in gathering data; and to gather, collate and classify information.
- Analyze several pieces of information, draw conclusions, and make recommendations to supervisor or management.
- Work independently with limited supervision.
- Effectively communicate and interact with university personnel and the public to exchange or convey information, provide instructions, resolve problems, and receive work directions.
- Efficient in Microsoft Office/Excel.
- Maintain composure and professional attitude.
- Prioritize and complete work tasks by deadlines.
- Be discreet and maintain confidential information.
- Provide guidance to students, faculty and staff.

**Requirements for the Minimum Qualifications**

- Associate's degree in business or similar field  
AND/OR
- A minimum of two years progressively responsible experience in customer service, accounts receivables, billing, collections, accounting/bookkeeping, and/or financial aid

**Preferred Qualifications:**

In addition to the other minimum qualifications listed above:

- Higher Education experience
- Knowledge of BANNER

**Salary Statement**

\$25,000-\$35,000 - salary commensurate with experience.

**To Apply:**

This position will remain open until it is filled. However, first consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references by June 6<sup>th</sup>, 2025. All requested information must be submitted for your application to be considered.

Please submit application materials via email to [jobs@wvstateu.edu](mailto:jobs@wvstateu.edu) or mail to:

West Virginia State University  
Department of Human Resources  
P. O. Box 1000, 324 Ferrell Hall  
Institute, WV 25112

**West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.**

***West Virginia State University is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, or protected veteran status and will not be discriminated against on the basis of disability.***

West Virginia State University is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation to participate in the job application or interview process, contact, please contact the Disability and Accessibility Resources unit at 3040766-3083 or [ada@wvstateu.edu](mailto:ada@wvstateu.edu).