



## Student Financial Services Office Manager

New England's top Christian college is seeking a welcoming and efficient office manager who cares about the financial success of students at Gordon.

As the office manager for Student Financial Services, you will have the opportunity to interact with students, families and alumni as they navigate a very important element of their college journey—finances. With a strong emphasis on student-centered customer service, our office manager serves as a welcoming and knowledgeable first point of contact. Additionally, this role acts as a key liaison to other campus departments, ensuring effective communication and coordination across institutional functions, while also supporting the office's administrative and compliance responsibilities.

Your excellent organizational skills, attention to detail and interpersonal skills demonstrate a strong ability to interact professionally at all levels. Does this describe you? We want to hear from you!

At Gordon College, we believe students should be equipped to flourish in an uncertain and changing world. Here career-focused academics blend with a life-giving faith community to prepare students to make a difference in the world with hope and confidence. When you work at Gordon, you join in this critical mission alongside colleagues defined by a commitment to excellence and to Christ.

### Your Role at a Glance:

**Reports to:** Senior Director of Student Financial Services

**Department:** Student Financial Services

**FLSA Status:** Full-Time Exempt

**Location:** In-person

**Summary:** The Student Financial Services Office Manager, under the supervision of the Senior Director of Student Financial Services, will ensure smooth and efficient daily operations of the Student Financial Services Office. This position supports student access, success and satisfaction by overseeing front-line service delivery, supervising student workers, coordinating office workflows and maintaining accurate records using institutional systems such as PowerFAIDS, Jenzabar and Transact.

### Benefits:

- Health, Dental and Vision insurance
- Generous Paid time off and 12 paid holidays a year
- Free access to the Bennett Athletic Center on campus
- Life insurance
- Relocation assistance
- Potential on or near campus residence option
- Retirement plan
- Tuition remission for employees, spouses and dependents
- 50% discount on food and beverages at any Dining Services location

**Questions:** Contact [HR@gordon.edu](mailto:HR@gordon.edu) | p: 978-867-4240

**Mission Statement:** Gordon College strives to graduate men and women distinguished by intellectual maturity and Christian character, committed to lives of service and prepared for leadership worldwide.

## **Your Essential Responsibilities Will Include:**

### **Customer Service:**

- Serves as the primary point of contact for students, families and the public, overseeing front-desk operations, managing walk-in traffic during peak periods and supervising the hiring and training of student interns.
- Delivers high-quality, student-centered customer service across phone, email and in-person interactions by assisting with financial aid, billing and payment plan processes, including support for Transact online payments and plan management.

### **Financial Aid Assistance:**

- Supports the financial aid application, awarding and billing processes through effective use of institutional systems, requiring strong organizational skills and a thorough understanding of student records and system workflows.
- Accesses student billing and financial aid information to identify causes of financial holds and refers students to the appropriate SFS Counselor for resolution.
- Supports students in understanding the impact of account balances and required action steps.

### **Record Management:**

- Maintains and updates student records in PowerFAIDS and Jenzabar; supports system integrity through consistent and accurate data entry.
- Maintains accurate and complete current and historical student records related to financial aid and receivables in both electronic and paper formats.
- Coordinates the collection, data entry, updating, scanning and secure storage of documents in compliance with FERPA and institutional policy.
- Supports the preparation of materials for audits, verification processes and compliance reporting.

### **Compliance Management:**

- Develops and maintains procedures for handling required documentation in compliance with federal, state and institutional regulations, overseeing the full lifecycle of student files—from intake and data entry to scanning physical documents to e-file systems—ensuring accurate processing, secure storage and audit-ready retrieval.

### **Intercampus Communication:**

- Coordinates the timely ordering, distribution and inventory of application materials (e.g., financial aid forms, billing guides), office supplies and printed items from the campus print shop (e.g., letterhead, envelopes, publications).
- Oversees and coordinates all Student Financial Services mailings, including financial aid award letters and billing statements.
- Serves as the primary liaison with the Gordon College Post Office, Print Shop, Campus Cashier and for student health insurance processing.
- Contributes to campus-wide events and initiatives, such as orientations.
- Other tasks as appropriate or assigned.

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### **You Bring These Skills, Knowledge and Abilities:**

You love what you do and want to collaborate with a team that is passionate about helping students pursue their college education with financial stability. Additionally, you have:

- Strong organizational skills with a high level of attention to detail.
- Excellent interpersonal and written communication skills, with the ability to interact professionally at all levels.
- Commitment to exceptional customer service, demonstrating professionalism, empathy and care.
- Self-motivated and composed, able to take initiative and work independently with minimal supervision.
- Proficient in Microsoft Office applications (Excel, Outlook, Word) with the ability to quickly learn and adapt to additional office software as needed.
- Demonstrated ability to multitask, prioritize effectively and maintain high accuracy even in high-volume, interruption-prone environments with multiple concurrent tasks.
- Ability to handle sensitive and confidential information with the utmost discretion, integrity and professionalism.

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