



**Merit School of Music
Chicago, Illinois**

Part-time Position Announcement:

Student Accounts Associate

Description

Merit School of Music is seeking a Student Accounts Associate. This position will provide support to teachers, parents and students. The Student Accounts Associate assists with the enrollment process, facilitates communication, and manages the billing and collections processes for Merit's on and off-site constituents.

Organization Overview

Since its founding in 1979, Merit School of Music has successfully motivated and inspired over 50,000 young people with high-quality music instruction. The School's broad-ranging comprehensive curriculum, extensive level of financial aid, sense of community and the standard of excellence set forth by the faculty and students are major components of its success.

Merit offers a multi-leveled, structured curriculum in a college preparatory environment. Programs take place at the Joy Faith Knapp Music Center in Chicago's West Loop and at nearly 30 locations in neighborhoods across the City. Instruction is offered to approximately 5,000 students of all ages, from infants to adults, and from beginners to the Juilliard-bound by over 150 accomplished faculty members.

Merit has an annual operating budget of \$6 million, of which nearly half is supported by contributed revenue.

Mission

Merit School of Music transforms the lives of Chicago-area youth by providing the highest quality music education – with a focus on underserved communities – inspiring young people to achieve their full musical and personal potential.

Reporting Relationship

The **Student Accounts Associate** reports to Merit's **Director of Student Services**.

Job Responsibilities

Responsibilities of the **Student Accounts Associate** include, but are not limited to:

- Manage collections process for all organization account receivables, including parents, vendors, and renters
- Maintain accurate records with use of registration/billing software; invoice accounts and process payments
- Report on accounts receivable balances with recommendations for collections/class suspensions
- Prepare and submit information to Transworld Systems (collections agency)
- Monitor credits on accounts and communicate with account holders as needed
- Provide customer service support to parents, students, staff, and faculty regarding course offerings, programming, billing, and financial aid awards
- Calculate and adjust student accounts with regards to changes in class schedules and applications of financial aid
- Facilitate communication with families with past-due accounts and formulate payment plans when needed
- Process the monthly mailing of student statements
- Monitor Merit class payroll deductions for tuition payments
- Other projects and/or Merit events as assigned

Personal Skills/Attributes/Qualifications

The ideal candidate would possess the following qualifications:

- Bi-lingual in Spanish or Mandarin required
- Prior administrative, finance, and/or customer service experience or related course work
- Data entry and data base maintenance experience and/or familiarity
- Ability to maintain confidentiality of sensitive information
- Well organized and detail oriented
- Background in music required

Educational Requirements

Bachelor's degree is highly preferred.

Schedule

20 hours per week; weekday evening and weekend morning/afternoon flexibility required.

Compensation

Compensation for this position is commensurate with experience

Interested candidates should send résumé to:

hr@meritmusic.org

No phone calls or faxes please.

For more information about Merit School of Music, please visit www.meritmusic.org.

Merit School of Music is committed to enhancing the diversity of our musical community, recognizing that by providing a diverse, equitable, and inclusive learning environment for our students, we are preparing them for personal and professional success in an increasingly multicultural and global society. The Merit community recognizes that it has a responsibility for creating and sustaining a learning environment where difference is valued, and where equity and inclusion are practiced.

Merit School of Music encourages individuals from underrepresented populations to apply.

Merit School of Music does not discriminate on the basis of race, creed, color, religious belief, gender, sexual orientation, age, national origin, ancestry, veteran status, physical or mental disability or any other protected status in admission or access to, or employment in its programs and activities.