



Job Title: Enrollment, Tuition, and Financial Aid Coordinator

Reports to: Director of Accounting

Department: Business Office

Status: Full-Time, On-Site

About Springer

Springer School and Center is a caring community supporting students diagnosed with learning disabilities and their families. Springer serves the community through four pillars: Springer Lower School and Middle School, Springer High School, Springer Diagnostic Center and Springer Learning Center. Springer faculty and staff embrace the organization's mission and incorporate the core values of student growth/development, staff expertise/development, partnership, communication, and stability in their daily work.

Position Overview

The Enrollment, Tuition, and Financial Aid Coordinator plays a critical role in managing the full cycle of student billing, financial aid processing, and enrollment contract coordination. This role supports the mission of Springer School and Center by ensuring accurate financial records, maintaining strong family communication, and facilitating a smooth enrollment and financial aid experience.

The ideal candidate is detail-oriented, collaborative, and capable of handling sensitive financial matters with discretion and professionalism. This position serves as a key liaison between the business office, admissions/enrollment, and families.

Key Responsibilities:

Student Billing and Financial Management

- Maintain accurate student billing through FACTS Management System.
- Process tuition payments received via FACTS and directly from families.
- Perform monthly reconciliations to the General Ledger against FACTS, FMS and PNC.
- Monitor accounts receivable; follow up on outstanding balances with tact and confidentiality.
- Review and standardize credit and adjustment descriptions.

Financial Aid Administration

- Manage the full financial aid process using FACTS, ensuring decision criteria is clear, updated, and applied consistently.
- Review financial aid applications and supporting documentation.
- Prepare award recommendations for the Financial Aid Committee.
- Notify families of financial aid decisions and support them through required documentation.
- Provide reports to leadership, including monthly updates from January–August.

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Enrollment Contracts and Family Support

- Manage the end-to-end financial aid-to-contract process.
- Maintain updated enrollment information for each family in both FMS and FACTS systems.
- Communicate effectively with families regarding contracts, tuition, and financial aid.
- Collaborate with Admissions to support prospective families and manage post-contract follow-up.
- Assist in ensuring a smooth start-of-school transition for new families.

Collaboration & Reporting

- Partner with the Director of Accounting and the Director of Enrollment in developing the financial aid and enrollment budget.
- Provide weekly updates on enrollment and financial aid to the director of accounting, director of enrollment, and VP of finance.
- Maintain documentation for audit, leadership review, and compliance purposes.

Additional Responsibilities

- Provide backup to the Business Office with daily deposits, special projects, and other duties as needed.

Qualifications:

- Associate's or Bachelor's degree in Accounting, Finance, Education, or a related field (or equivalent experience)
- 2+ years of experience in financial aid, student billing, or accounting (school or nonprofit preferred)
- Proficiency with systems such as FACTS, QuickBooks, and Excel
- Strong interpersonal and communication skills, especially in parent-facing roles
- Exceptional attention to detail, confidentiality, and organizational skills

How to Apply: Qualified applicants should email a resume, cover letter and employment application (found on the Springer employment page) to Director of Human Resources Michelle Renn, mrenn@springer-ld.org. The subject line of that email should reflect the position title.

Springer School and Center considers all applicants for all positions without regard to race, religion, gender, sexual orientation, national origin, age, disability, marital or veteran status, or any other legally protected status.