

Maranatha Baptist University

Job Description: *Billing & Data Specialist*

Department:	Online and Distance Learning	Supervisor:	Assistant VP Online & Distance Learning
Employee Name:		Employee Classification:	S-2
Prepared by:	Dana Davis	Date Updated:	March 16, 2026

Summary

The Billing & Data Specialist manages all of the efforts related to the billing of distance students (undergraduate, graduate, and Seminary). Additionally, the individual will utilize Jenzabar, Salesforce, MS Excel, and other tools to accurately gather and maintain data for reporting. The individual will maintain a secondary membership and line of supervision with the Business Office.

Ideal Candidate

The ideal candidate will be highly organized, technically proficient, and demonstrate excellent interpersonal relations.

Qualification Requirements

Education

- None (required); associate's degree (preferred)

Experience

- None (required); experience using Jenzabar (preferred)

Skills

- Highly proficient in Microsoft Office programs, especially Excel
- Highly proficient at written and oral communication
- Highly proficient at bookkeeping
- Proficient in necessary office technology (computer, phone, etc.)
- Proficient at working in multi-departmental teams

Personality Characteristics

- Exhibits a strong interest in online learning and distance students
- Demonstrates a solution-oriented, problem-solving attitude
- Demonstrates an ability to be both organized and flexible
- Exhibits grace in communication and demeanor while under pressure
- As an employee of Maranatha, you are expected to help accomplish the mission in ways that include but are not limited to: leading students in prayer, giving Biblical advice, mentoring in spiritual matters, helping students develop Christian maturity, and teaching the Word of God. This leadership of students should be accomplished through direct communication with the students, and it must also be accomplished by the example you set in your personal life both at and away from the ministry

Essential Duties

Primary Duties

- Billing
 - Tracks the payment status of all online students
 - Corresponds with online students about making timely payments
 - Develops and tracks payment plans for online students needing that service
 - Works with the Registrar's Office to manage enrollment of students who have not paid their bills in the required timeframe
 - Provides customer service for prospective and current distance students in regard to billing and financial aid
 - Works with the Financial Aid Office to support financial aid operations with distance students
 - Runs charges for online students
 - Resolves billing errors for online students
- Data
 - Reports students who do not attend their online classes during the first week
 - Tracks enrollment of distance students using various metrics
 - Creates graphic representations of data regarding distance students
 - Tracks expensed budget areas managed by the Director
 - Submits and tracks requisition forms
 - Gathers and reports prayer requests of distance students and faculty
 - Gathers and reports student satisfaction survey data

Additional Duties

- Contributes to the completion of general office tasks, such as customer service and cleaning
- Assists the Business Office with tasks not associated with Online & Distance Learning as needed and with the consent of the AVP.
- Other duties as assigned

Physical Demands

The physical demands for this position are minor, and generally consistent with an office job.

- The Online office is located on the second floor; an elevator is not available.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually quiet.
- The temperature in the office is maintained at a comfortable level.
- There are prolonged periods of sitting and viewing computer monitors.

Evaluation

Performance of this position will be evaluated under the provisions of this description and policies of the Maranatha Baptist University Staff Handbook by the AVP of Online & Distance Learning.