

Title:	STO Family Tuition Liaison
Department:	Business Office
Education:	High School Graduation Required; 2 years of College Preferred
Contracted By:	Assistant Superintendent
Reports To:	Tuition Manager
Status:	Non-Exempt

Description

The STO Tuition Account Manager serves as the primary point of contact for families utilizing School Tuition Organizations (STOs) to meet their financial obligations. This role is responsible for managing STO-funded tuition accounts, ensuring timely and accurate tuition collection, and providing clear, concise, and compassionate guidance to families navigating the STO process. The position requires a high level of organization, professionalism, discretion, and relational skill in balancing strong customer service with financial accountability.

Primary Responsibilities

STO Family Account Management

- Serve as the main liaison between the school and families receiving STO funding.
- Educate families on STO processes, deadlines, eligibility requirements, and tuition obligations.
- Maintain regular communication with STO families regarding account status, outstanding balances, and upcoming payments.
- Proactively follow up with families to ensure tuition obligations are met in a timely manner.

Tuition Collection & Financial Oversight

- Monitor STO awards and apply funds accurately to student tuition accounts.
- Collect tuition payments from families when STO funding does not fully cover tuition.
- Track balances, payment plans, and expected STO disbursements.

- Work closely with the Business Office to reconcile STO payments and tuition accounts.
- Ensure compliance with school policies regarding tuition collection and enrollment requirements.

Communication & Customer Service

- Provide exceptional customer service while maintaining firm, professional boundaries around financial expectations.
- Handle sensitive financial conversations with confidentiality, empathy, discretion, and clarity.
- Respond promptly to emails, calls, and inquiries from families and STO partners.
- Collaborate with Admissions, Enrollment, and Finance teams to ensure consistent messaging and support.

Documentation & Reporting

- Maintain accurate records of STO awards, payments, communications, and account activity within the Renweb/FACTS Tuition Portal.
- Generate reports related to STO funding, tuition balances, and collection status as requested.
- Ensure all documentation is complete, organized, and audit-ready.

Policy & Compliance Support

- Stay informed of STO regulations, deadlines, and best practices.
- Ensure school processes align with STO requirements and internal financial policies.
- Assist in developing and improving procedures related to STO tuition management.

Qualifications & Skills

Required:

- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- High level of discretion and professionalism when handling confidential financial information.

- Ability to have firm but compassionate financial conversations with families.
- Proficiency with spreadsheets, student information systems, and accounting or tuition management software.
- Detail-oriented with strong follow-through.

Preferred:

- Spanish-speaking
- Experience working in a school, nonprofit, or faith-based organization.
- Familiarity with School Tuition Organizations (STOs) or scholarship-based funding models.
- Background in finance, accounting, customer service, or account management.

Personal Characteristics

- Has received Jesus Christ as Lord and Savior.
- Is a Christian role model in attitude, speech, and actions toward others. This includes being committed to God's biblical standards for sexual conduct. (See Statement on Marriage, Gender, and Sexuality within Statement of Faith.)
- Regularly attends a local church which has a Statement of Faith that is in harmony with the school's Statement of Faith.
- Is in complete agreement and alignment with the school's Statement of Faith and Christian philosophy of education.
- Maintains a personal appearance that is reflective of a Christian role model who values cleanliness, modesty, and professionalism and that is in agreement with school dress code policies.
- Demonstrates the qualities of enthusiasm, courtesy, flexibility, integrity, gratitude, kindness, self-control, perseverance, and punctuality.
- Meets every day stress with emotional stability, objectivity, and optimism.
- Is relational, approachable, and service-oriented.
- Is calm and confident in difficult or sensitive conversations.



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PREPARATORY SCHOOL

- Follows the Matthew 18 principle in dealing with students, parents, staff, and administration.
- Mission-aligned and supportive of the school's values and culture
- Able to balance grace and accountability

Work Environment

- Office-based with regular interaction with families and internal teams
- May require evening or seasonal work aligned with enrollment and STO deadlines