



Mount Wachusett *Community College*

Director of Student Accounts

Leadership Profile

December 2025



Executive Summary

Mount Wachusett Community College (MWCC), a mission-driven institution serving North Central Massachusetts, seeks an experienced and collaborative leader to serve as Director of Student Accounts (Bursar). Reporting to the Executive Director of Student Financial Services, and collaborating with leadership in both Finance and Administration and Enrollment Management, this individual will play a pivotal role in ensuring the integrity and efficiency of student account operations while advancing MWCC's commitment to access, affordability, and student success. The Director will lead a high-volume, multi-program environment that includes undergraduate programs, early college initiatives, lifelong learning, and workforce development offerings, each with unique billing schedules and compliance requirements.

The Director of Student Accounts will provide strategic and operational leadership for all aspects of student billing, cashiering, collections, payment plans, and financial aid disbursements, as well as the College's receivables. This role requires a forward-thinking professional who can optimize systems, streamline processes, and implement best practices to enhance service delivery and operational effectiveness. The successful candidate will leverage technology tools—including Banner Student Accounts Receivable and Finance Modules and Nelnet payment solutions—to support evolving institutional priorities and ensure accurate, timely financial transactions.

Collaboration is central to this position. The Director will work closely with leadership and colleagues across Enrollment Management, Finance and Administration, and Student Affairs to align student account operations with MWCC's recruitment and retention goals. The Director will also partner with academic divisions and administrative units to support new program development and ensure compliance with federal, state, and institutional regulations. This individual will serve as a trusted resource for students and families, providing clear guidance and fostering a positive, student-centered experience.

The Director will lead the Student Accounts/Bursar Office of four (4) staff members. Annually, the office handles about \$20 million annually in charges to nearly 5,000 students.

The ideal candidate will demonstrate success in managing complex financial operations within higher education, along with strong leadership and team-building skills. A bachelor's degree in business, accounting, or a related field is required; a master's degree is preferred. Candidates should have at least five years of progressive experience in student accounts or related financial services, including three years in a supervisory capacity. Technical proficiency, exceptional communication skills, and a commitment to diversity, equity, and inclusion are essential.

To submit a nomination or express personal interest in this position, please see Procedure for Candidacy at the end of this leadership profile.

Role for the Director of Student Accounts

The Director of Student Accounts provides vision, leadership, and day-to-day management of the Student Accounts/Bursar Office.

Reporting to the Executive Director of Student Financial Services, and collaborating with Enrollment Management, Finance and Administration, and Student Affairs leadership and colleagues, this position supervises the work of a dedicated team of professional and clerical staff to accomplish institutional and departmental objectives, advancing equitable access, student success, and the mission of MWCC.

Major areas of responsibility include, but are not limited to, the following:

Program Administration & Compliance

- Responsible for the development, implementation, and management of all activities and systems related to student accounts to ensure integrity of the operations and records.
- Analyzes and implements applicable State and Federal laws and regulations, College policies and procedures as it relates to the operation of the Student Accounts office. Maintain confidentiality of student information and ensure that staff remains in compliance with FERPA.
- Other duties as assigned by the Assistant Vice President of Finance and Administration and the Executive Director of Student Financial Services.

Financial Operations & Reporting

- Overall responsibility for all student and third-party billing, cashiering, collections, payment plans, student book advances, financial aid disbursements and refunds.
- Oversee the daily cashiering and deposit activity and ensure controls are implemented and operating.
- Prepare and report Student Accounts information for the various internal and external reports required by the College, the Commonwealth, and/or the Federal Government (including College Financial Audit, 1098T tax reporting, write-offs, etc.)
- Oversee the College's receivables, collections of delinquent accounts, and the State Intercept Program. Manage unclaimed credit balances for remittance, including student outreach and reporting to the State. Review collection processes to improve cash flow and reduce receivables.

Technology & Systems Management

- Represent the department with regard to technical system optimization and capabilities to support the development and growth of new programs and initiatives.
- Maximize utilization and deployment of technology tools to manage the Student Accounts operation, including the Banner Student Accounts Receivable Module, Banner Finance Module, Nelnet electronic payment solutions, etc. Enter and review billing rules, rates, etc. for each program and term.

Leadership & Staff Development

- Create initial and on-going training and professional development in appropriate areas to provide excellent service to students and maintain compliance with appropriate regulations and processes.

- Hire, train, supervise, and evaluate department personnel. Organize and assign duties and responsibilities for the effective, efficient and timely completion of tasks and delivery of superior customer service.
- Responsible for managing the budget for the Student Accounts Office.

Student & Family Communication

- Communicate with and provide guidance to students and their families with regard to student billing policies, processes and procedures. Exercise discretion and professional judgement with regard to the management of the office in response to customer needs.
- Prepare communication materials for written, electronic, and web-site formats, ensuring information remains current and accurate. Collaborate with Enrollment Management on comprehensive student-focused communication that ensures students are educated on the processes, requirements, and deadlines.

Collaboration & Institutional Service

- Collaborate with Enrollment Management, Early College, and the Division of Lifelong Learning, and other offices to support the recruitment and retention goals of the College.
- Collaborate with Enrollment Management colleagues (Financial Aid, Records, Admissions) and Student Affairs and Finance & Administration to develop, recommend, and implement policies and procedures to best serve the needs of the College.
- Serve on various committees as appointed.



Professional Qualifications and Personal Qualities

Candidates for the Director of Student Accounts (Bursar) position must possess the following minimum qualifications and required skills, knowledge, and aptitudes listed below. Strong candidates will also possess one or more of the preferred qualifications.

Minimum Qualifications

- Bachelor's degree required in business, management, accounting or a related field.
- Five or more years of full-time professional experience in college student billing or accounting-related area, of which at least three years have been in a supervisory and managerial capacity.
- Technical and functional proficiency in the use of computerized billing and accounts receivable systems; adept at use of spreadsheets, databases, and electronic records and reporting systems. Demonstrated experience in leveraging systems to support changing programs and priorities.
- Knowledge of higher education principles, practices and procedures, as well as regulations that apply to Student Accounts.
- Demonstrated success managing staff and office operations. Ability to lead a team frequently under time pressures in a high transaction environment while managing multiple priorities.
- Excellent interpersonal, verbal, and written communication skills including the ability to communicate and work effectively with a diverse population of students and families, as well as staff and administrators.
- Demonstrated success and commitment to exceptional student service.

Preferred Qualifications

- Master's degree in business, higher education administration, or a related field.
- Experience with Banner Student Accounts Receivable, Nelnet electronic payment systems, and Banner Finance Module.
- Experience supervising in a collective bargaining environment and in a community college environment.
- Motivated self-starter, with strong financial, leadership, and organizational skills.

About Mount Wachusett Community College

Overview

Mount Wachusett Community College, also known as MWCC and "The Mount," is a public, NECHE-accredited community college serving North Central Massachusetts with a mission centered on access, affordability, and student success. The college offers 70+ degree and certificate programs, flexible scheduling (day, evening, online, and accelerated 7-week terms), extensive academic support, and transfer pathways designed to help students ladder credentials and move efficiently into the workforce or toward the bachelor's degree. MWCC's ethos emphasizes a personalized experience—"a big fish in a small pond"—with student organizations, intramurals, and campus events providing a robust community in a manageable setting. The college also highlights affordability through low tuition and comprehensive financial aid, including scholarships awarded annually by the MWCC Foundation. Massachusetts' MassEducate and MassReconnect programs have made MWCC's tuition and mandatory fee free for eligible students.

Campuses

MWCC's campus in Gardner spans 269 acres and is recognized for sustainability infrastructure—including two Vestas wind turbines, solar photovoltaic arrays, and biomass heating—that make the campus nearly carbon-neutral. Additional sites include the Leominster Campus (recently renovated with new science labs, student commons, and 14 upgraded classrooms) and the Fitchburg Dental Campus operated in partnership with Community Health Connections, where students in Dental Hygiene and Dental Assisting learn in a real-world clinical setting. The college maintains a specialized Automotive Technology Center, also located in Gardner.

Located about 60 miles west of Boston and 25 miles north of Worcester, MWCC's service area features accessible outdoor amenities, a revitalizing downtown, access to urban, suburban, and rural communities, and commuting proximity to New England's two largest cities and their metropolitan areas. The multi-campus footprint and transportation links complement MWCC's hybrid and online modalities, expanding the reach of the college to serve the students in its [extensive service area](#).

Academic Programs and Pathways

Students can choose programs across health professions, business, STEM and advanced manufacturing, education, public safety, communications and media, computer information systems, and liberal arts. MWCC emphasizes stackable certificates, workforce development, adult basic education/ESOL, and transfer articulation—including MassTransfer pathways—so that credits move seamlessly to four-year institutions. Advising, tutoring, and embedded supports help students persist, while flexible modalities and "quick semesters" accommodate working adults and non-traditional learners.

Student Body

MWCC serves about 5,000 students across credit and non-credit offerings and its demographics reflect North Central Massachusetts' diverse, multi-generational learner population. The college's open-admissions approach in many programs and robust financial aid align with MWCC's mission to expand access, reduce barriers, and support completion.

College History

Mount Wachusett Community College was established in 1963 as part of an initiative to expand accessible higher education across the Commonwealth of Massachusetts. Since then, MWCC has developed into a regional anchor for workforce training, transfer education, and lifelong learning. Its identity is also shaped by Gardner’s industrial heritage as “Chair City” and the contemporary needs of the area’s learners and employers. Its Gardner campus opened in 1974 and continues to be expanded and enhanced.

The College’s [sustainability portfolio](#) garnered national attention as early as 2007 when MWCC won the National Wildlife Federation’s “Chill-Out: Campus Solutions to Global Warming” competition. The Gardner campus’s green energy portfolio—wind, solar, and biomass—has become a hallmark of the institution’s commitment to stewardship and innovation. The Asquino Science Center is LEED Gold Certified.

Student Life and Community Engagement.

Key campus services include the Academic Support Center, Mount Fitness & Wellness Center, and Theatre at the Mount, which together contribute to a vibrant student experience on and beyond the Gardner campus.

Student life blends intramural sports, clubs, student government, and cultural programming with local outdoor recreation at Dunn State Park and nearby Wachusett Mountain. The college’s Brewer Center for Civic Learning & Community Engagement and community partnerships extend experiential learning into service, internships, and applied projects, reinforcing MWCC’s role as a civic hub for the 29 surrounding cities and towns in its service area.

Leadership

MWCC is led by [President James L. Vander Hooven](#). Prior to arriving at the College in 2017, Dr. Vander Hooven was Vice President for Enrollment Management at Landmark College in Vermont and president of Tohono O’odham Community College, a Tribal College located on the Tohono O’odham Reservation in Arizona. His doctoral studies at the University of Maine focused on student access and his dissertation was on women who parented children while completing their associate degrees.

With his leadership, governance and strategic direction is coordinated through the institution’s executive leadership, academic deans, and shared governance structures. The college’s leadership emphasizes inclusive excellence, fiscal stewardship, and cross-sector collaboration with K–12 districts, employers, and state agencies to meet regional educational and workforce needs.



Gardner and North Central Massachusetts

Gardner, known as “Chair City” for its [historic furniture industry](#), offers a blend of small-town charm and modern conveniences. The downtown area features red-brick storefronts, locally owned businesses like Paramount Café and Gardner Ale House, and hosts community events such as art fairs and parades. Residents enjoy easy access to outdoor recreation at Dunn State Park (pictured below), Crystal Lake, and the North Central Pathway, as well as nearby [ski slopes at Wachusett Mountain](#).

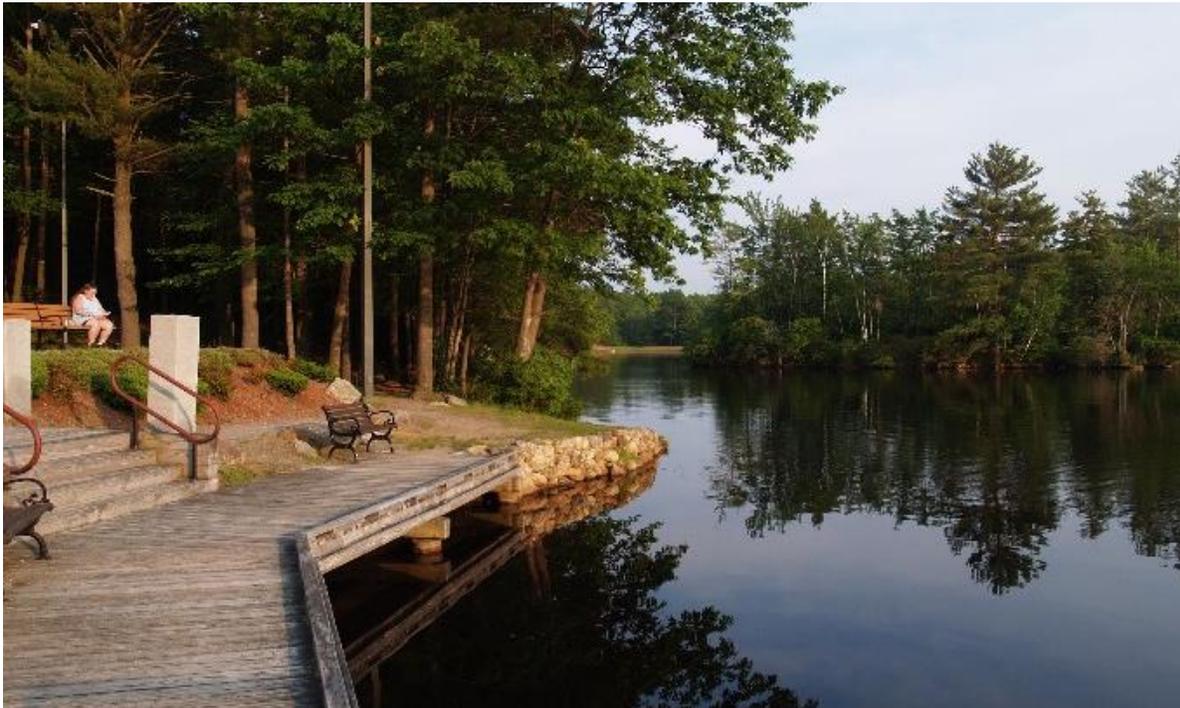
Housing in Gardner ranges from historic multi-family homes near Main Street to newer Colonial Revivals and ranch-style properties on wooded lots. Gardner Public Schools serve grades PK–12, including the recently opened Gardner Elementary School, Gardner Middle, and Gardner High, which offers college-level coursework through its Innovations Pathway Program. Private options like Holy Family Academy provide additional choices for families.

For higher education, Mount Wachusett Community College anchors the city with over 70 degree and certificate programs, while Fitchburg State University, Assumption College, and Quinsigamond Community College are nearby.

Cultural life includes the Gardner Museum, local theater productions, and seasonal festivals, while dining options range from casual pubs to family-owned restaurants.

Located about 60 miles west of Boston and 25 miles north of Worcester, Gardner offers access to major highways and nearby [commuter rail stations with service to Boston's North Station](#), making it a practical choice for those seeking affordability and high quality of life without sacrificing connectivity.

Learn more about the area through the [Greater Gardner Chamber of Commerce](#) and the [City of Gardner](#) websites.





Procedure for Candidacy

All applications, nominations, and inquiries are invited. Applications should include, as separate documents, a resume and a letter of interest addressing the themes in this profile.

WittKieffer is assisting Mount Wachusett Community College in this search. Applications are considered as they are received. For full consideration, candidate materials should be received by February 1, 2026.

Application materials should be submitted using WittKieffer's [candidate portal](#) or by submitting to the email address below.

Nominations and inquiries can be directed to:

Robert Springall and Toni Davis

tdavis@wittkieffer.com

The salary range for this position is \$95,000 to \$110,000. In addition, Mount Wachusett Community College employees are eligible for a comprehensive suite of benefits (see MWCC's [Division of Human Resources and Payroll website](#)).

Mount Wachusett Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, ethnicity, sex, disability, religion, age, veteran status, genetic information, pregnancy or related conditions, gender identity, sex characteristics, sex stereotypes or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies.

The College prohibits Sex-Based Harassment. Inquiries or complaints concerning discrimination, harassment, or retaliation shall be referred to the College's Affirmative Action Officer and/or Title IX Coordinator, the Massachusetts Commission Against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.