



Classification Description

Job Title: Accounts Receivable Collections Specialist Pay Grade: 109

Job Code: 3775

FLSA Status: Exempt*

Job Purpose

This is specialized professional work involving the management of the collection of accounts within the Office of the Bursar. This position is responsible for the administration and management of the collections process for receivables with particular emphasis on those accounts which have become delinquent in accordance with College Operating Procedures, state statues and applicable federal laws. Work also involves all facets of informing students and vendors of the financial status of their account. The employee must be able to work with considerable independence and limited supervision whereby work is reviewed principally through evaluation of collection effectiveness.

General Responsibilities

Essential Functions

Implements collection activity on assigned accounts including but not limited to direct communication with students and vendors by phone, email and mail.

Assists in creating and monitoring Accounts Receivable aging reports.

Serves as a liaison to IT in monitoring and updating the process of sending collection placements, delinquency calculations, student notifications, etc.

Serves as point of contact with third party collection agencies regarding account placements, payments, reconciliations and updates.

Processes invoices and check requests; verifies discrepancies and resolves billing issues.

Posts collection agency payments received by recording checks and EFT payments in Banner while maintaining documentation.

Responds to collection disputes and inquiries; reviews historical data and performs computations for necessary adjustments.

Analyzes student accounts, on an individual basis, and other pertinent facts for adds or releases of student financial holds.

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Prepares and manages reporting related to write offs in compliance with College Operating Procedures.

Reconciles RTIV and unclaimed property, making attempts to contact students regarding funds.

Balances accounts and prepares statements of conditions.

Performs analyses and provides data to management to better understand issues attributing to account delinquency and the collection agency performance.

Ensures dual enrollment invoicing is completed timely, working with Director, Accelerated Pathways Programs to resolve discrepancies. Ensures Florida Prepaid invoices are sent in a timely manner, adjustments are made and payments posted. Prepares the Florida Prepaid reconciliation.

Responsible for all third party billing functions including ensuring deferred billing agreements are current, invoicing and reconciliation and accepting payments.

Assists in the day to day operation of the Bursar's Office as well as related special projects as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Two (2) years of experience in accounting, collections, or related work experience. Appropriate combination of education and experience may be substituted.

Ability and willingness to process and maintain information that is often ambiguous and highly confidential.

Demonstrated working knowledge of Banner and Microsoft Office (Excel, Word) as well as excellent written and verbal communication skills.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.

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- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

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Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

*If salary does not meet the FLSA salary threshold of \$35,568 (eff. January 1, 2020) position is non-exempt.

Approved: May 22, 2018. Revised: March 3, 2020. Revised: July 1, 2023.