



Classification Description

Job Title: Accounts Receivable Specialist I

Pay Grade: 107

Job Code: 3727

FLSA Status: Non-Exempt

Job Purpose

This is responsible paraprofessional accounting work in support of the student accounts receivable operations in the Bursar's Office.

General Responsibilities

Essential Functions

Assists with activities associated with the Tuition Installment Plan (TIP) and Housing Installment Plan (HIP).

Assists with processing student refunds through the BankMobile program. Researches information to help in the resolution of student issues.

Assists with processing Return of Title IV funds program.

Assists in the annual preparation/distribution of the student 1098T tax forms.

Assists the Third Party Process Analyst with any invoicing, reconciliation, research or other functions related to third parties.

Researches assigned projects, provides information and/or reports of findings.

Provides student assistance via telephone, in person, and /or by mail. Assistance may involve, but is not limited to providing forms/applications, explaining procedures and researching information.

Fulfills the role of backup cashier within the cashier's office as necessary. Travel to other campuses to perform cashiers duties may be necessary.

Represents the Bursar's office at a variety of meetings and events designed to educate students and parents. Works with other departments in coordinating activities to provide a positive student centered experience.

Performs other duties as assigned.

ACCOUNTS RECEIVABLE SPECIALIST I

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

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

Two (2) years of full time professional work experience in accounting. Appropriate professional experience may substitute for the required education on a year-for-year basis.

Demonstrated experience using a personal computer, electronic mail and office software such as MS Office, to include demonstrated proficiency in word processing and spreadsheet applications.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- 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.

ACCOUNTS RECEIVABLE SPECIALIST I

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

Approved: May 2010. Revised: February 14, 2011, June 11, 2012, November 8, 2012, July 1, 2014, December 11, 2015, August 5, 2016, January 24, 2017, June 26, 2017 and July 1, 2023.