



Classification Description

Job Title: SFS-Accounts Receivable Specialist II

Pay Grade: 110

Job Code: 4330

FLSA Status: Exempt

Job Purpose

The Accounts Receivable Specialist II has administrative responsibilities over specific programs and processes within the Office of Student Financial Services. This position administers various compliance and training-related tasks. This position will be trained in all aspects of account receivable for the College, and will demonstrate understanding through their responsibilities. The Accounts Receivable Specialist II will provide processing support and disseminate information to students and other staff; support includes training new staff in processes for which they are responsible. Work requires close adherence to federal and state regulations as well as institutional policies and procedures. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity and standards.

General Responsibilities

Essential Functions

All staff in the Office of Student Financial Services (SFS) are expected to serve students in a manner that prepares students for success. Accounts Receivable staff will engage in outreach via email communication, call campaigns, and other proactive measures to ensure students are well informed of their financial standing at FSW.

Collaborates with departmental leadership in the development of the office policies and procedures manual, as assigned.

Collaborates with other appropriate offices on campus to ensure accurate and timely exchange of information.

May assist in the hiring process, and provide necessary training to other Accounts Receivable staff.

Provides ideas and suggestions for the on-going development and implementation of Account Receivable procedures, forms and other related documents.

May conduct presentations to various groups on various Accounts Receivable topics.

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Assists in the daily operations of the office as necessary. This may include, but not limited to, chat, zoom, phones, text, mailings, data entry and retrieval and file organization.

Reviews, validates and updates AR records. This may include, but not limited to, tuition/housing installment plans, collection records, vendor accounts and refunds.

Assists with updating verbiage, testing and parameters in Banner, etc.

Serves as a back-up cashier.

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 they can safely perform the essential functions of this job with or without reasonable accommodation.

Essential Functions – May support one or more of the following areas:

Installment Plans

Provides direct oversight of the tuition and housing processes. Evaluates to determine when jobs are to be run and deactivated each term.

Performs accurate and timely reconciliation between the installment plan provider and FSW's ERP.

Resolves basic issues with installment plans.

Prepares the Housing Occupancy Report on a quarterly basis.

Provides Banner support to department staff by running Nelnet/Banner reports, troubleshoots basic Banner issues, assists with training staff in using the Banner ERP and collaborates with IT staff to resolve Banner issues.

Assists with Housing move-in dates. This may occasionally require dates that fall on a weekend. These dates will be set by the Director of Lighthouse Commons.

Collections

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

Prepares monthly accounts receivable monitoring report for review by the Assistant Vice President, Finance and Accounting.

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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, etc.

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 to determine necessary financial holds, or release of holds, on student accounts.

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

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

Refunds

Responsible for processing all student refunds through Bankmobile program.

Researches and makes recommendations in the resolution of student issues including journal entries as needed.

Reconciles Return to Title IV (RTIV) and unclaimed property. Attempts to contact students regarding funds, and facilitating the return of federal funds in a timely manner.

Sends notices to students for escheated funds, and adheres to federal guidelines.

Processes credit card chargebacks and NSF checks.

Prepares routine and detailed reports on refunds, as requested.

Invoicing

Responsible for all third-party billing functions to include ensuring deferred billing agreements are current, invoicing and reconciling vendor accounts, and accepting payments.

Prepares the various dual enrollment invoices and ensures they are completed timely, working with Director, Accelerated Pathways Programs to resolve discrepancies.

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Prepares and ensures Florida Prepaid invoices are sent in a timely manner, and that adjustments are made and payments posted. Prepares the Florida Prepaid reconciliation. Assists with weekly maintenance of third-party contracts and daily processes in the absence of the Assistant Bursar.

Applies exemptions and waivers to student accounts in accordance with College policies and statutory regulations.

Maintains up-to-date knowledge of applicable statutes, rules, and guidelines governing exemptions and waivers.

Regularly follows up on unpaid student accounts, proactively reaching out to students and other stakeholders to facilitate payment.

Reconciles bookstore invoices related to fees and charges applied to student accounts, including Inclusive Access and financial aid charges.

Works closely with the bookstore, Auxiliary Services and other departments to ensure all charges are correctly applied and discrepancies are resolved promptly.

Prepares and issues invoices for non-student accounts receivable including, but not limited to, facility rentals, leases and continuing education providers.

Ensures payments are received in accordance with the terms of contracts and follows up on overdue payments, as needed.

Reconciles the receivable account in the trial balance for non-student accounts, ensuring accuracy and timely updates.

Communicates effectively with students, staff, and external clients to resolve account discrepancies and facilitate payments.

Works with various College departments, including the bookstore, financial aid, and facilities management, to ensure the accurate application of fees and prompt receipt of payments.

Prepares and maintains accurate records and reports related to accounts receivable, including regular updates on unpaid accounts and reconciliations.

Works with departments, as needed, to prepare any required invoices, and follow up on past due accounts to ensure accounts are paid in a timely manner.

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Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited College or University in a related field.

Two (2) years of full-time professional work experience in accounting. Appropriate combination of education and experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel) and electronic mail. Computer use includes data entry, word processing and/or accounting functions.

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.
- 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.

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- 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.

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

Approved: September 13, 2024.