

JOB DESCRIPTION



Position Title: Accounts Receivable Specialist

Department: Finance

Employment Category: Non-Exempt Staff

Primary Location: Sierra Vista Campus

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE06

Position Summary: The Accounts Receivable Specialist is responsible for analyzing account transactions and for providing financial and accounting services to students and employees and for resolving concerns with student accounts and other related transactions, providing information on policies and procedures, and authorizing repayment on delinquent accounts.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Provides excellent customer service to students and the public; responds to questions by phone or email regarding payments of tuition, account balance, collections, refund status, and transcript requests; works closely with registration, admissions, and financial aid to ensure accuracy of student accounts, including accurately processing student refunds; researches and resolves discrepancies for entry into the administrative information system

Analyzes student account records with outstanding balances to determine the type of action to be taken concerning placing appropriate holds or making adjustments to maintain accounts; calculates and invoices accurate billing records to third party vendors for student tuition and fees; authorizes and selects appropriate action to collect on delinquent accounts; ensures all actions taken comply with college, state, and federal policies, laws, and regulations

Tracks correspondence and maintains records for all finance and accounting tasks performed that are subject to public audit; reconciles and reports financial information as needed; investigates and resolves internal and external vendor concerns as they arise; monitors departmental budgets to identify discrepancies and problems with cash advances; prepares bank deposits as necessary

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Associate's degree from an institution accredited by an institutional accrediting body of higher education recognized by the US Department of Education.

Four years related full-time professional experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

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Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures
Knowledge of supervisory principles, practices and techniques
Knowledge of current accounting principles and techniques
Knowledge of federal, state, and local laws, regulations and guidelines related to assigned work
Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications
Knowledge of the general proper operation of and the ability to use personal computers and standard office equipment
Skill maintaining and reconciling accounting records
Skill in basic math and bookkeeping practices and procedures
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner
Ability to relate to a diverse population and to maintain composure when faced with difficult situations
Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail
Ability to work independently while contributing to team environment
Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes
Ability to establish and maintain effective working relationships with supervisors, other departmental staff, students and the public
Ability to work accurately, efficiently, and effectively with all types of data
Ability to maintain accurate office procedures

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Director of Business Office/Bursar

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.