

JOB DESCRIPTION



Position Title: Senior Accounts Receivable Technician [P000731]

Department: Finance

Employment Category: Non-Exempt Staff

Primary Location: Sierra Vista Campus or
Douglas Campus

FLSA Classification: Non-Exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE05

Position Summary: The Senior Accounts Receivable Technician is responsible accurately entering and maintaining incoming college revenue while ensuring college policies and procedures are followed, maintaining detailed account records and file system, and for verifying the accuracy of student charges and eligibility and for performing verifications and reconciliations of returned funds.

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

Consults with admissions, registration and financial aid to ensure accuracy of student charges and eligibility; researches and resolves discrepancies for entry into database system; verifies tuition waivers, refunds, and student records; prepares a variety of recurring and ad hoc reports related to assigned function; maintains and files detailed accounting information and records; authorizes and selects appropriate action to collect delinquent accounts; prepares and makes bank deposits for daily receivables for responsible office and supported offices; responds to and resolves internal and external questions and concerns

Verifies and prepared return of VA funds and prepares reconciliation documentation to ensure proper management of funds

Accepts and processes payments to student accounts and reconciles daily cash drawer, prepares bank deposits, maintains detailed accounting records, analyzes student account records and communicates accounting information to students; assists in invoicing third party vendors for student tuition and fees as appropriate

Assures accurate data entry related to payment information; processes collections and verifies data entry as required; communicates with department to determine appropriate documentation required for payment of invoices; answers vendor questions regarding payment of invoices; researches vendor problems or vendor invoices to determine status

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.

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Education and Experience Requirements:

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

Three years related experience

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

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

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 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 department 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 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.