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|  FEATHER RIVER COMMUNITY COLLEGE DISTRICT 570 Golden Eagle Ave., Quincy CA 95971 (530) 283-0202, ext. 257www.frc.edu |

**STUDENT ACCOUNTS TECHNICIAN**

**DEFINITION:**

Under general supervision, maintain the day-to-day operation of student accounts by reviewing accounts receivable postings and activities, processing refund checks, preparing and sending invoices, and establishing payment plans.

**CLASSIFICATION:**

* FLSA Non-exempt
* Classified – CSEA
* Date Modified: March 2013

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

* Interprets and communicates complex policies, procedures, and information associated with Federal, State, College, and Family Educational Rights and Privacy Act (FERPA) applicable to admissions, registration, residency requirements, student accounts, and student records
* Processes disbursements and refunds in accordance with state/federal regulations, accreditation standards, and college policies and procedures to ensure proper processing of all external state/federal funds
* Posts 3rd party payments to student accounts, collaborates with on campus departments, processes invoices for payments from outside agencies
* Verifies student accounts and posts appropriate billing codes and payment codes
* Collects tuition, enrollment, parking, and printing fees and posts to student’s accounts
* Posts Residence Hall fees and reconciles payments with Business Services
* Prepares and monitors payment plan agreements
* Processes credit card transactions
* Completes daily financial reports and balances monies
* Prepares and sends invoices to students with outstanding balances
* Data analysis and report generation
* Integrating and coordinating accounts receivable processes with related departments, such as Financial Aid and Business Services
* Manipulates and analyzes the aging report for the purpose of managing delinquent accounts receivable
* Analyzes the aging report for the purpose of determining the required bad debt reserve
* Manages collections process through CoTOP and other collection agencies
* Places and removes "holds" on student transactions for account delinquency, missing forms, or other matters per college policies as directed by “hold” authority person; may collect fines or books for library
* Utilizes computerized Student Information Systems, Web based programs, and the Internet to verify and update student accounts information
* Provides courteous and respectful attention when addressing individual student account needs of students and their families
* Represents Student Accounts on college committees
* Serves as back-up for the Admissions & Records Technicians
* Other duties as assigned

**MINIMUM QUALIFICATIONS:**

* Associate degree in business, accounting, or related field; **OR** 4 years of experience working with accounting, accounts receivable, payroll, business, or reasonably related field.
* Ten-key speed of at least 10,000 keystrokes per hour with 97% accuracy

**DESIRABLE QUALIFICATIONS:** A combination of education and experience equivalent to:

* Customer service: strong interpersonal skills; oral and written communications; friendly and helpful; and solution based with problem solving
* Basic Bookkeeping and A/R management experience preferred
* Modern office practices and procedures, experience with the MS Office Suite
* Coursework or experience with relational databases (Access)
* Analyzing, managing, and report data using spreadsheets and other technology tools such as SQL
* Community College experience is preferred
* Demonstrated sensitivity to and understanding of the diverse academic and socio-economic, cultural, disability and ethnic backgrounds of community college students and staff

**PHYSICAL CHARACTERISTICS**: The physical abilities involved in the performance of essential duties are:

* Manual dexterity to operate keyboards, ten-key adding machines, and manipulate papers
* Speech and hearing to communicate effectively with individuals
* Vision to read text, forms and computer screens
* Bending and reaching to stock forms
* Lifting up to 15 pounds to stock forms

This work is performed primarily in an office setting.