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

**STUDENT ACCOUNTS SPECIALIST**

**DEFINITION:**

Under general supervision, responsible for the management of student accounts, processing accounts receivable postings and activities, generating refund checks, and analyzing accounts for accuracy; prepare and send student and third-party billing invoices; overseeing delinquent account collection process with collections agencies; applying financial aid and government loans to student accounts, adhering to federal/state guidelines; generate various reports for management, other departments and external customers

**CLASSIFICATION:**

* FLSA Non-exempt
* Classified – CSEA
* Date Modified: December 2020

**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
* Analyzes, manage, and reports data using spreadsheets and other technology tools such as SQL. Constructs SQL queries to prepare and streamline reports for management and the State Chancellor's Office
* Assists with the oversight and testing of the Student Information System (SIS/Banner); sets up and maintains validation tables, forms, and reports for the Student Accounts and Housing Modules
* Manages and processes third party contracts using SIS/Banner; Bill third-party vendors and reconciles third party receivable accounts; process third party payments
* Verifies and maintains student accounts and posts appropriate billing, payment, and write off codes
* Serves as the supervising casher for Admissions and Records. Using SIS/Banner, audits and processes all cashiers' daily receipts, runs the nightly processes, and feeds the data to Business Services
* Coordinates all aspects of housing charges and fees with housing manager, making appropriate account adjustments as required and maintaining housing spreadsheet
* Reconciles payments with Business Services on a monthly and yearly basis
* Prepares and monitors payment plan agreements
* Oversees and processes credit card transactions
* Provides accurate general ledger information to Business Office concerning the amount and source of the daily revenue processed
* Reviews student account data for accuracy and generates and sends invoices to students with outstanding balances on a monthly basis.
* Integrates and coordinates accounts receivable processes with related departments, such as Financial Aid and Business Services
* Prepares, manipulates, and analyzes the aging report for the purpose of managing delinquent accounts receivable – looks for patterns, errors, and write-offs
* Analyzes the aging report for the purpose of determining the required bad debt reserve
* Maintain oversight of the delinquent account collections process and determine which accounts are sent to collections
* Serves as liaison between FRC and collections agencies, generating, processing, and uploading files in different systems and software for both collections agencies
* Creates a write-off report with eligible aged accounts (after Cotop) and eligible small balances, and submits to the president for approval, uses appropriate codes to write off accounts
* Queries and analyzes Banner AR data to support billing, financial hold, and collection processes, improve management of student account processes for targeted populations, and researches and resolves account discrepancies
* Manages and processes "holds" on student accounts for account delinquency, missing forms, or other matters per college policies as directed by "hold" authority person; may collect fines or books for the library
* Utilizes computerized Student Information Systems, Web-based programs, and the Internet to verify and update student account information
* Provides in-depth counseling and advising to families and students, which includes reviewing charges, clarifying delinquent balances, explaining financial obligations, and attempting to resolve problematic circumstances
* Provides courteous and respectful attention while communicating account information with students, including reviewing charges, clarifying delinquent balances, and explaining financial obligations
* Collaborates, coordinates, and communicates with departments within the college to ensure accurate and accessible information and quality of service for our students and customers.
* Serves as back-up for the Admissions & Records Technicians
* Other duties as assigned

**MINIMUM QUALIFICATIONS:**

* Associate degree in business, accounting, or related field; **OR** 2 years of experience working with accounting, accounts receivable, payroll, business, or reasonably related field.

**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; strong Excel skills
* Coursework or high-level experience with relational databases such as Access or Banner
* Analyzing, managing, and reporting 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.