

JOB TITLE: Accounts Receivable Specialist

DEPARTMENT: Finance & Administration

LOCATION: Union Campus

REPORTS TO: Associate Director, Financial Services

FLSA: Non-Exempt

LEVEL: 104

DATE: 1/25/2022,11/4/2019; 2/7/14

POSITION SUMMARY: Provides students and College staff with detailed information regarding financial accounts related to accounts receivable. This position is responsible for invoicing, receiving, collecting, and recording monies due to the college. In addition, the AR Specialist performs analytical duties related to stale checks, Financial Aid refunds, non-payment drops and past due accounts.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of Associates Degree; one-year related experience.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Receive/post cash & credit card transactions and other cashier duties.
- Maintain cashier office cash fund.
- Answer inquiries regarding student accounts.
- Prepare bank deposits & verify deposits against the daily cash session totals.
- Maintain appropriate documentation of all payments received.
- Disburse payroll, reimbursement & refund checks, as well as W-2s, 1098Ts & 1099s as needed.
- Calculate charges and refunds; verify student loan and grant amounts. Red flag refunds that should not be distributed.
- Monitor payment plans, mail invoices to students, & create invoices for some governmental agencies.
- Sell tickets for theatre and special events. Sell and add pint copies to student PMP accounts.
- Maintain automobile registration records and issue parking tags.
- Maintain lost and found.
- Send delinquent accounts to Debt Offset/third party collections/credit bureau; report payments received to same agencies.
- Adhere to written collections procedures.
- Apply money collected from Debt Offset to student accounts and notify students, prepare requisition to pay collection agency.
- Disburse any refunds for the soda and snack machines.
- Monitor, and communicate with students about stale checks, maintain documentation of the communication.
- Keep the website updated with current fee due dates and financial aid disbursement dates.
- Process appeals from the appeals committee.
- Utilize MS Excel to identify students with unpaid balances remaining prior to financial aid being awarded, communicate with students.
- Identify students with prior term balances that are being held in classes, report to supervisor.
- Use written and oral communications to keep students informed of balances.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of basic accounting procedures money management, and computer skills. Knowledge of general office procedures and filing systems. Ability to perform simple arithmetic calculations. Excellent communication and customer service skills. Ability to make rapid and accurate calculations on a ten-key calculator. Ability to shift quickly between several tasks without loss of continuity. Ability to operate telephone, computer, copy machine, and other typical office equipment. Ability to examine documents for accuracy and completeness. Ability to handle confidential matters judiciously. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet established deadlines. Ability to work accurately and efficiently in a fast-paced environment with frequent interruptions.

LEADERSHIP and COMMUNICATION SKILLS: Strong customer service skills; ability to communicate effectively with a variety of people, including students, employees, faculty, and the general public; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; positive attitude; ability to establish and maintain positive working relationships with other employees; follow instructions or work orders; and/or read routine sentences, instructions, regulations, or procedures; communicate using routine sentences; complete routine job forms and incident reports; and/or communicate routine information regarding daily activities.

DECISION-MAKING and ANALYTICAL SKILLS: Requires some decision-making; perform clerical or manual duties; adhere to college and department policies, procedures, and practices; perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Excel, etc.; Use office machines such as telephones, copiers, credit card machines and 10-key calculators; use Colleague (college database system); customized applications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in an indoor environment; some noise, dust variance in temperatures, moisture and/or humidity, paint fumes during state construction; frequent interruptions and distractions; extended periods of time viewing computer monitor. Flexibility to work evenings and/or weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: None

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION – East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, 005-D Multipurpose Building, telephone number 636-584-6712 or hrnotice@eastcentral.edu.