DATE: February 2020
POSITION: Student Accounts Specialist
DEPARTMENT: Business Office
REPORTS TO: Controller

PRIMARY PURPOSE:
The Student Account Specialist position occupies the common ground where the Business, Registration, and Financial Aid offices intersect. Its primary responsibility is to manage student tuition charges and credits on their accounts while providing stellar customer service.

DESCRIPTION OF DUTIES & RESPONSIBILITIES:

Primary Job Functions:
- Manage all aspects of student accounts including posting cash, monthly fees/fines, grant, scholarship and loan transactions to each student’s ledger.
- Acts as the primary contact for students, parents, college personnel, and other involved parties concerning student tuition and payments.
- Create, maintain and oversee billing and account assessment schedules.
- Review and process monthly account statements.
- Audit and process all refund payments.
- Counsel students and/or parents on college policy and procedures for tuition payment, payment deferral, refund policy, and other financial arrangements with the college.
- Create and manage payment plans.
- Prepare informational material for student accounts, such as schedules, policy and procedure documents.
- Process third-party billings for tuition and other non-student accounts receivable.
- Primary contact for PowerCampus billing issues * Maintain Power Campus billing module
- Annual 1098-T processing
- Process credit card payments and address updates
- Maintain Student Accounts web page
- Collection of student accounts receivable

Additional Job Functions:
- Serve on internal committee
- Work with auditors
- Additional duties and projects as assigned

REQUIRED QUALIFICATIONS:
- Associate degree, demonstrating good math skills and command of English
- Dedicated to providing excellent customer service with two or more years of experience in this area
- Ability to work accurately under pressure with interruptions
- Computer literate: Intermediate to advanced word processing and spreadsheet skills
- Versed in using PowerCampus.
- Ability to communicate professionally and effectively with co-workers and the public.
- Ability to multi-task and use good judgment to make sound decisions.
- Ability to discern confidential matters

PHYSICAL REQUIREMENTS:
- Must be able to sit at a desk for extended periods of time.