



DATE: 10/10/2023

TITLE: Student Accounts Specialist		
HUMAN RESOURCES USE ONLY:	SALARY TABLE: AP	CLASS CODE: PE410
UNION: P&A – Local 1979, U.A.W.	SALARY GRADE: 11	EEO CODE: 30
JOB GROUPING: Payables/Receivables	FLSA: Exempt	EMPLOYEE CLASS: PE

POSITION PURPOSE

Increase collections of students account receivables by engaging with and collecting from students and former students throughout the student life cycle. Provide student account support to students in efforts to foster student retention and eliminate student debt.

Essential Job Functions (Group similar job duties together).	% of Time
Answer student account questions and display professional judgement regarding account resolution. Assist students via telephone, email, and/or in person with student account related questions and issues. Collaborate with other offices and/or agencies regarding student’s accounts and payments.	30%
Communicate with students and former students via telephone and/or written correspondence to encourage payment of student balances. Make outbound calls to assigned population to resolve student balances. Confer with students/parents by telephone, email, and in person to determine reason for overdue payment, and to secure payment or assist with account resolution.	30%
Identify, manage, collect, and resolve student account balances. Establish and maintain payment arrangements for past due accounts. Facilitate and manage repayment agreements. Make recommendations to supervisor for outside collection placement/removal. Oversee accounts placed with outside collection agencies. Respond to a variety of information requests.	25%
Conduct student account analysis utilizing Banner student accounts receivable. Interpret and communicate student account information, ensuring completeness and accuracy. Record information about financial status of students and collection efforts and contact logs. Place and/or remove financial holds on student delinquent accounts.	5%
Serve as a student accounts resource to students and parents during orientation and student recruiting and/or retention events. Keep abreast of applicable state and federal laws and regulations and University policies relative to collections.	5%
Other duties as assigned. (Standard - Do not remove)	5 %

Total estimated of time must equal 100 %

100 %

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

ADDITIONAL COMMENTS:

This classification level requires specialized non-theoretical skills and an in-depth understanding of department activities, billing and collections processes and procedures. Incumbents provide instruction and guidance to students, parents, staff, and the general public on the department's functioning. Considerable initiative, independent judgement and responsibility are applied to work activities. This classification is typically assigned to the Bursar within the Division of Fiscal Operations. This classification receives work direction and guidance from a management level position.

MINIMUM QUALIFICATIONS

Education:

- Graduation from an accredited college or university or an equivalent combination of education and/or experience.

Experience:

- Minimum of 2 to 3 years of job-related experience required.
- Reasonable experience in student accounts, collections, financing, or budgeting or equivalent.

Knowledge, Skills, and Abilities:

- Strong organizational and communication skills.
- Ability to compose and appropriately format correspondence and reports.
- Strong computer skills including Microsoft Office, Banner.
- Ability to work effectively as a team member.
- Excellent customer service skills
- Ability to use judgement and initiative in applying policies and procedures to difficult and unusual situations; gather and analyze information; follow through on detail; and compile data for reports.
- Ability to manage multiple work priorities, organize and plan work/projects.
- Ability to work in a demanding environment.
- Ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.
- Typically, incumbents have held intermediate level accounting, billing, and analytical positions.

WORKING CONDITIONS:

- Office environment.
- Work is primarily performed on-campus.
- Evening and/or weekends may be required during Registration, Orientation, and peak periods.