



DATE: 10/10/2023

TITLE: Student Accounts Clerk		
HUMAN RESOURCES USE ONLY:	SALARY TABLE: SA	CLASS CODE: SA481
UNION: Staff Association – Local 2071, U.A.W.	SALARY GRADE: 03	EEO CODE: 40
JOB GROUPING: Clerical/Administrative	FLSA: Non-Exempt	EMPLOYEE CLASS: SA

POSITION PURPOSE

The Student Account Clerk provides cashiering and accounts receivable services to university students and campus departments. Applies procedures in the processing, verification, and recording of accounts receivable payments and documents. Provides front facing teller and lobby services to students and the university community. This position will report to the Cashier Office Supervisor.

Essential Job Functions (Group similar job duties together)	% Time
Receive and process payments coming into the University Cashiers Office. Open, distribute and process incoming mail check payments. Prepare receipts for payments received.	25%
Conduct daily balancing of transactional activity, ensuring accuracy of posting and deposit. Assist in preparing daily bank deposits.	25%
Provide optimum front facing service to students and the university community. Provide account information to students, university staff and/or vendors, triaging and escalating cases, as necessary.	20%
Utilize knowledge of student account and cashiering policies and procedures to communicate accurate information. Troubleshoot and assist in resolving payment and account related problems. Provides support to the Accounts Receivable Clerks and Student Account Specialist as needed.	15%
Assist students, university departments and/or vendors with account and payment related questions via phone and email. Maintain in depth knowledge of applicable policies and procedures to communicate accurate information effectively	10%
Other duties as assigned (Standard - Do not remove)	5%

Total estimated of time must equal 100 %

100 %

ADDITIONAL COMMENTS:

This classification level provides responsible and independent teller and front desk services to the university community. Because the duties of this position include working with money, incumbent must consent to a criminal background investigation and able to be bonded. This level performs tasks which are procedural in nature. Incumbent must handle new situations based on information learned through prior experience or exposure. Incumbent must have keen attention to detail and the ability to communicate effectively within assistant university staff, students, and the general public. This position is primarily located in the Cashiers Office and reports to and receives work direction from a professional, or management level position.

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.

MINIMUM QUALIFICATIONS

Education:

- High school graduate or an equivalent combination of education and/or experience; coursework in bookkeeping or accounting preferred.

Experience:

- 1 to 2 years of cashiering experience in a service orientated position preferred.
- Accounts Receivable practices and procedures preferred.
- Experience using and knowledge of Financial Management System (FMS/BAR) and General Billing System (GBS) preferred.

Knowledge, Skills, and Abilities:

- Knowledge of student accounting administrative policies and procedures.
- Strong organizational and communication skills.
- Ability to process transactional activity with keen attention to detail.
- Knowledge of MS office products, including Excel.
- Excellent customer service skills.
- Ability to handle multiple work priorities, organize and plan work/projects.
- Ability to work effectively as a team member.
- Ability to meet established deadlines, working in a demanding environment.
- Ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.
- Must obtain security clearance.

WORKING CONDITIONS:

- Office environment.
- Work performed on-campus.