



Job Description

Job Title: Accounts Receivable Clerk	
Division/Department: Business Office	Location: Main Campus
Reports to: Student Account Manager	Position Number: 201

Position Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Student Worker	FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Hours worked Per Week: Approximately 40
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**POSITION SUMMARY:**

Plans, processes, and directs student account activities and student success with retention minded activities within the Business Office by means of the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide excellent and considerate customer service and resolve student discrepancies by establishing and maintaining effective working relationships with students and other faculty and staff.
- Must communicate and follow up on customer accounts in an effective and timely manner
- Understand and assist with current students with payment plans, as needed
- Obtain and mail invoices copies for students, as requested
- Coordinate with the financial aid office on any overage amounts that may need to be returned due to student drops or withdrawals
- Maintain direct deposit and overage check reports in Google sheet for each disbursement batch for accounting purposes
- Process changes to registrations for students
- Maintain VA spreadsheet with Student VA Specialist
- Maintain Return Spreadsheet
- Release disbursement batches to Student Account Manager for review prior to sending to Accounts Payable
- Create all invoices requested by students
- Research student questions or concerns regarding overages
- Run student account overage report twice a week to analyze and prepare overages to students
- Reconciliation for student accounts for billing accuracy
- Research student questions or concerns
- Create invoices for students
- Maintain accurate subsidiaries for students
- Maintain accurate records on communications with students.
- Accurately file student information
- Prepare and request overpayments to student accounts, as needed
- Call and/or mail correspondence to students, as needed, in order to update accounts
- Create and update a policy and procedure manual
- Assist with help desk tickets
- Answer telephones
- Participate in team planning meetings
- Meet department goals and activity metrics
- Perform other assigned tasks and duties necessary to support the Business Office

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to thrive in data-oriented, analytical, and accountable environment.

**EDUCATION and/or EXPERIENCE:**

Associate's degree (A.A.) or equivalent from two year college or technical school; or six months to one year related experience and/ or training; or equivalent combination of education and experience.

**COMPUTER SKILLS:**

To perform this job successfully, and individual should have knowledge of Jenzabar and Information software and Microsoft Word and Excel software.



**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing these job duties, the employee is regularly required to sit.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Prepared By:** Student Account Manager

**Prepared Date:** 4.13.17

**Approved By:**

**Approved Date:**