



Job Description

Job Title: Accounts Receivable Clerk	
Division/Department: Business Office	Location: Main Campus
Reports to: Student Account Manager	Position Number: 232

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
- Prepare student monthly charges for CAS students, as needed
- Prepare and request overpayments to student accounts, as needed.
- Coordinate with the financial aid office on any overage amounts that may need to be returned due to student drops or withdrawals, as needed
- Maintain direct deposit and overage check reports in Google sheet for each disbursement batch for accounting purposes, as needed
- Release disbursement batches to Student Account Manager for review prior to sending to Accounts Payable, as needed
- Maintain balances on student accounts for payment plans and collections for all inactive students with 0-180 activity
- Understand and process payment plans and discounts for CAS students
- Obtain and mail invoice copies for students to employers, as requested
- Assist students with Business Office questions during Evangel Days and New Student Orientation for CAS students
- Attend athletic and social events for CAS students, as assigned
- Calculate misc. charges, and graduation charges
- Maintain a monthly aging report for accurate subsidiary changes
- Review Payment Plan students weekly for accuracy and missed payments
- Review and maintain financial aid return amounts on student accounts creating a credit, and contacting for payment, if needed.
- Prepare all mail merge correspondence to students on monthly basis, as needed.
- Calculate monthly fees to past due accounts, as needed.
- Process changes to registrations for students
- Reconciliation for student accounts for billing accuracy
- Research student questions or concerns
- Accurately file student information
- Text, call and/or e-mail correspondence to students, as needed, in order to update accounts
- Create and update a policy and procedure manual
- Complete help desk tickets, as assigned
- Answer telephones
- Apply account adjustments, as instructed by Student Account Manager
- Review charges to CAS student accounts
- 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, Google Docs.

**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.