

MASTER SPECIFICATION

JOB INFORMATION

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|---------------------|---------------------------------|
| Date: | 1/17/2018 6:02:54 PM |
| Official Title: | Manager Student Accounts Master |
| System Affiliation: | |
| Employee Category: | |
| Pay Grade: | Pay Grade 6 |
| Scheduled Hours | |
| Job Code: | 123898 |
| Job Family: | Finance & Accounting |

JOB SUMMARY

The Manager of Student Accounts plans, organizes, directs, and oversees all aspects pertaining to the day-to-day operations and coordination of Student Accounts ensuring the professional, efficient, and compliant processing of student accounts.

NATURE OF WORK

The Manager of Student Accounts is responsible for managing all aspects of collections on accounts receivable, conferring with students regarding their accounts, resolving account problems, posting payments, processing reimbursements, performing adjustments, and maintaining related ledgers and other account actions. Additional responsibilities include supervising and directing the work activities of all assigned clerical, paraprofessional, and professional staff. Job responsibilities require considerable contact with students, parents, visitors and other staff members to achieve results, in addition to strong customer service and communication skills. Work activities are carried out independently, under general direction, working from established policies and objectives. This position exercises sound judgement in prioritizing, planning, and organizing own work within time, process, and results requirements; determines processes and sequences to follow based on needs and urgency required by the circumstances. Problems faced in this position are varied, often complex, and occasionally ill-defined, requiring analysis and interpretation of the situation. Decisions have significant, broad implications for the management and operations of a division/entire institution as well as contribute to decisions on the overall strategy and direction of the entire institution.

Distinguishing Characteristics

Examples of Duties

Essential Functions

- Oversees, evaluates, and provides direction to the operations of student accounting processes including billings, finance charges, outsourced payment plans, electronic data transfers to and from third parties and other departments, accuracy of the student accounting database, compliance with government regulations.
 - Provides financial counseling for parents and students regarding payment options and payment plans with authority to negotiate special arrangements; resolves problems and questions with students or parents regarding student finances, as necessary; contacts and initiates the settling of student account balances in escalated or special situations.
 - Supervises all assigned personnel, which typically includes recommendations for hiring, firing, performance evaluation, training, work allocation, and problem resolution.
 - Communicates regularly with other offices such as the Financial Aid, Registrar, and Residence Life to make the student information systems and operations current and accurate.
 - Compiles data and produces the IRS Form 1098-T (Tuition Statement).
 - Adjusts students' accounts when necessary and sends appropriate refund letters.
 - Manages finance charges, holds, and deferred income on accounts; creates student accounts for the academic year and summer.
 - Performs other job related duties as assigned.
- Performs other functions as required or assigned. Also complies with all Policies and Standards.*

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

| <i>Education Level</i> | <i>Field of Study</i> | <i>Req</i> | <i>Pref</i> | <i>And/Or</i> |
|------------------------|-----------------------------------|------------|-------------|---------------|
| Bachelor's degree | Accounting or other related field | X | | |

Additional Experience

Check here if experience may substitute for some of the above education and describe how.

X

Work Experience

| <i>Experience</i> | <i>Experience Details</i> | <i>Req</i> | <i>Pref</i> | |
|-------------------|---------------------------------------------------|------------|-------------|--|
| 3 year + | Accounting and/or data management work experience | X | | |