

Job Title:**Student Account Specialist, University****Job Description:**

This position will serve as the initial contact for the Business Office providing professional customer service. Assist students with questions as they relate to billing and student receivables and follow up with students on past due balances. Bill students each semester and work closely with the Department of Financial Aid regarding student accounts, especially as they relate to Title IV funding, including Federal Work Study.

Reports to:

Student Account Specialist

Classification:

Staff, Full Time, Non-Exempt

Essential Duties:**Charges and Billing**

- Update annual approved tuition and fees schedules in student information system as listed on the student enrollment agreements.
- Responsible for posting and reconciling tuition and fee charges.
- Prepare and submit third-party billing statements for military, or other, scholarships.
- Manage student health insurance process and billing.
- Assess late fees and post to student account.
- Responds to student account-related questions regarding statements, payment options, payment deadlines, tuition rates, and 1098T tax forms.
- Process scholarships, ensures funds are deposited timely to bank, and applied accurately and timely to the student account.

Accounts Receivable

- Filing, scanning, and accurate record keeping of student records.
- Process, monitor, post incoming payments.
- Process financial aid disbursements and reconcile Title IV General Ledger accounts with the Financial Aid department.
- Process and distribute all student credit balance according to university policy.
- Prepare invoices for use of college services and facilities. Keeps appropriate records and ensures payments are received in a timely manner.
- Assist with monitoring account balances and ensure accurate and timely processing of withdrawal calculation in relation to Title IV funds so that internal policies and procedures are met as well as compliant to financial aid regulatory requirements.

Collections

- Review student account data for accuracy and generate and send invoices to students with outstanding balances monthly.
- Send in-house collection letters and email notifications.
- Conduct follow-up phone calls and establish and monitor payment timelines.
- Determine past due accounts for active and inactive students.
- Monitor account aging and report to CFO weekly.
- Provide courteous and respectful attention while communicating account information with students.
- Familiar with collection laws and understand process for delinquent accounts.
- Manage and process "holds" on student accounts for account delinquency.

Reporting

- Prepare and distribute 1098-T tax forms.
- Prepare month-end reports and journal entries, as necessary.
- Assist with year-end financial schedules and accruals for both academic year and tax year.
- Reconcile A/R accounts related to student billing as required for audit preparation.

Refunds

**Qualifications/
Education:**

- Calculate student refund per university policy upon student withdrawal or leave of absence.
 - Work to return loan and scholarship monies when applicable due to withdrawals or LOA's and return of title IV calculation (R2T4).
 - Record refund as necessary in the student information system and Dynamics.
- Administrative
- Maintain a positive, empathetic, and professional attitude while assisting students and the CHSU community.
 - Respond promptly to email, phone or walk-in inquiries.
 - Assist in the development or update of policies and procedures to be published on the website, student handbook, catalog, and other resources.
 - Independently performs analysis on moderately complex financial inquiries such as researching discrepancies, internal control improvements and compliance with internal and external policies or regulations.
 - Executes all tasks assigned diligently and on schedule.
 - Handles confidential material and communications; adheres to FERPA.
 - Performs other related tasks as required.
- Prefer minimum of two (2) years of professional experience with the billing and collection of student receivables
 - Higher education administration experienced preferred; Title IV experience a plus
 - Demonstrated competency and/or ability to gain competency in all applications used in the Business
 - Office: Word, Excel, SONIS, and Microsoft Dynamics GP and ability to quickly learn technology
 - Exercises sound judgment especially in handling inquiries from students, parents, and other campus community members
 - Excellent verbal and written communication skills and interpersonal skills
 - Highly detail oriented
 - Ability to meet deadlines
 - Embraces teamwork but capable of working individually
 - Positive, reliable and hardworking attitude
 - Excellent time management

Compensation:

CHSU offers a competitive benefits and compensation package. Hourly range for this position is \$21.00 - \$24.00, however, salary is commensurate with experience.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, and contact information of at least (3) professional references. Please send a completed package electronically to careers@chsu.edu and type **Student Account Specialist** in the subject field of the email.