



## Job Description Classification

### **ACCOUNTS RECEIVABLE MANAGER/CCV Non-Bargaining Unit**

**GRADE 11  
Exempt**

#### **BASIC FUNCTION:**

To manage and coordinate the CCV accounts receivable function.

#### **CHARACTERISTIC DUTIES & RESPONSIBILITIES**

- Plan, coordinate, monitor and evaluate the accounts receivable operations and oversee the processing of other college income. Play a key role in developing and modifying receivable systems, procedures and policies.
- Work closely and cooperatively with supervisor and business office staff, other CCV staff, CCV sites and VSC representatives to coordinate and evaluate systems/activities/policies, exchange information, investigate and resolve problems, and explain policies and procedures.
- Participate in meetings for student accounts receivable policies and procedures, credit directives and general office procedures.
- Monitor all receivable activities regularly. Ensure adherence to established accounting procedures. Review and approve major or unusual transactions or reports. Deal with a variety of problems that arise on a daily basis.
- Supervise the day to day work of student accounts staff: assist in interviewing and hiring; conduct training and hold regular staff meetings to discuss operations; confer regularly with staff to plan and coordinate activities, assign and review work, assist with difficult or unusual tasks, resolve problems.
- Direct all accounts receivable transactions, including manual charges or adjustments, payments, financial aid awards, refunds, void checks, automatic charges and adjustments through statements, and non-student cash receivables; approve student account adjustments for posting; analyze computer reports and follow-up on errors and problems. Problem-solve processes and seek solutions to difficult accounts.
- Maintain and update transaction codes for account numbers and receivable types for the student accounts system. Analyze the automatic billing system for current charges and transaction codes on a routine basis.
- Supervise analysis of add/drop forms to verify status and make necessary billing adjustments; process refunds for dropped and cancelled courses and monitor credit balances for financial aid awards.
- Review financial aid awards and refunds to ensure compliance with federal and college regulations/policies.
- Implement and continuously improve college collection efforts for past due accounts.
- Respond to student inquiries regarding accounts and assist with financial aid information and the status of their accounts.
- Confer directly with students and parents regarding unusual credit problems and

propose resolutions. Ensure that staff contacts with students and parents are handled with efficiency, accuracy and diplomacy.

- Plan and generate numerous regular and special reports from the student accounts system database. Instruct and provide training for others using the system who have less proficiency.
- Supervise, coordinate and assist with end-of-month account balancing, closing and reporting processes and a variety of account reconciliation tasks.
- Deal with a variety of outside agencies and organizations on matters pertaining to student accounts.

### **SUPERVISION RECEIVED**

General supervision is received from the Business Manager. The Assistant Business Manager and/or other members of the Business Office management team may assign work to this position.

### **SUPERVISION EXERCISED**

Administrative and functional supervision of the CCV student accounts administrative staff.

### **MINIMUM QUALIFICATIONS**

Bachelor's degree in accounting, plus two to four years of relevant experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Proficiency in the Microsoft Office Suite is required as well as some experience with databases and complex computerized record systems.
- Excellent written and verbal communication skills.
- Prior supervisory experience and the ability to work independently as well as in a team environment.
- Ability to develop effective interpersonal relationships with a diverse constituency.

**This general outline illustrates the type of work which characterizes the job classification. It is not an all encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.**