

COORDINATOR OF STUDENT ACCOUNTS/CCV GRADE 11 Non-Bargaining Unit Exempt

BASIC FUNCTION:

To supervise and coordinate the CCV student accounts receivable procedures; to direct credit policies; and to assist students with financial aid information.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Plan, supervise, coordinate, monitor and evaluate the student accounts receivable operations and oversee the processing of other college income.
- Monitor all credit activities regularly. Ensure adherence of generally accepted accounting principles. Review and approve major or unusual transactions or reports.
- Assist the Director of Student Accounts in leadership for dealing with the 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 operation; confer regularly with staff to plan and coordinate activities, assign and review work, assist with difficult or unusual tasks, resolve problems.
- Direct student accounts 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.
- Respond to student inquiries regarding accounts and assist with financial aid information and the status of their accounts.
- 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.
- 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.
- 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.

- Participate in meetings for student accounts receivable policies and procedures, credit directives and general office procedures.
- Review financial aid awards and refunds to ensure compliance with federal and college regulations/policies.
- 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.
- Confer regularly with supervisor, other business office staff, and VSC representatives to coordinate and evaluate systems/activities/policies, exchange information, investigate and resolve problems, and explain policies and procedures.
- Deal with a variety of outside agencies and organizations on matters pertaining to student accounts.

SUPERVISION RECEIVED

General supervision is received from the Director of Student Accounts.

SUPERVISION EXERCISED

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

MINIMUM QUALIFICATIONS

Bachelor's degree in accounting, plus three to five 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.