

- 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.

