



Job Classification Description

COORDINATOR OF STUDENT ACCOUNTS/LSC VSC UP – PAT Bargaining Unit

**Grade 11
Non- Exempt**

BASIC FUNCTION

To supervise and coordinate the LSC 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. Play a key role in developing and modifying receivable systems, procedures and all credit policies.
- Monitor all credit activities regularly. Ensure adherence to generally accepted accounting principles. 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 operation; confer regularly with staff to plan and coordinate activities, assign and review work, assist with difficult or unusual tasks, resolve problems.
- Direct accounts receivable transactions, including manual charges of adjustments, payments, financial aid awards, refund checks, void checks, automatic charges and adjustments through statements, and non-student cash receivables: approve student account adjustments for posting; analyze computer reports daily and follow-up as needed on any errors or problems.
- Respond to student inquiries regarding student accounts and assist students with financial aid information and the status of their financial aid account.
- Supervise analysis of add/drop forms to verify status and make necessary billing adjustments; process refunds for dropped and canceled courses, and 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 each semester.
- Plan and generate numerous regular and special reports from the student accounts system database. Instruct others that do not know the system to enable their accurate usage.
- Supervise, coordinate and assist with end-of-month computer account balancing, closing and reporting processes and a variety of account reconciliation tasks.

Coordinator of Student Accounts/LSC, cont.

- Key participant in meetings for accounts receivable policies and procedures, credit directives and general office procedures .
- Reviews financial aid awards and refunds to ensure compliance with federal and college regulation/policies.
- Confer directly with students and parents regarding unusual credit problems and propose resolution. Ensure that staff contacts with students 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, explain policies and procedures; deal with a variety of outside agencies on matters pertaining to student accounts.

SUPERVISION RECEIVED

General supervision is received from the Controller.

SUPERVISION EXERCISED

Functional supervision of one to two employees.

MINIMUM QUALIFICATIONS

Associates or bachelors degree in accounting or other appropriate discipline plus three to five years of relevant experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Broad base of knowledge and skills related to maintaining moderately complex manual and computerized record systems. Familiarity with data base technology and applications, file import/export functions, and use of computer spreadsheets.
- Relevant technical knowledge of accounting and bookkeeping principles and methods; prior student receivables experience desirable.
- Good administrative and supervisory skills; previous supervisory experience desirable.
- Ability to deal effectively with students, other College personnel and outside organizations.

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.