

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

ACCOUNTS RECEIVABLE SPECIALIST II

FLSA STATUS: NON-EXEMPT – PAY GRADE: 10 - C

JOB FAMILY: FISCAL SERVICES JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

An individual in this position performs specialized tasks and duties in the billing of third party customers and must possess expert knowledge of all aspects of accounts receivable functions. The Accounts Receivable Specialist II applies standard departmental and organizational procedures as well as specialized departmental knowledge in performing complex auditing of invoices, customer, and student accounts. An employee in this position collects, complies, and inputs information; and prepares records and reports relating to accounts receivable.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Review lines of credit and conditions in contracts and letters of intent received from third parties, schedule billings, determine appropriate general ledger account, and enter data and information to establish accounts appropriately. Establish and maintain various accounting spreadsheets; review outgoing documents for accuracy and completeness.

Prepare College invoice as required in customer agreement to include electronic billing and file transfer protocol procedures.

Perform data input and retrieval to set up student contracts online, with specifics for coverage and payment.

Maintain multiple processes, software, and integration to customers of the College who are funding tuition or contracting with the College for services.

Assist campus grants staff with setup and processing of tuition for students receiving grant funding for tuition.

Perform data input and retrieval tasks relating to student registration, third party vouchers, financial holds, tuition, and customer billing deferment.

Provide customized third party billing services, for certain departments within the College.

Process internal and/or external communications and correspondence regarding accounts receivable, responding to routine inquiries, resolving routine problems, and generating customized correspondence as appropriate.

Collect, interpret, compile, and verify data in the preparation of regular and special forms and reports. Prepare monthly collection payments and placement reports for recording and analysis of effectiveness of collection agencies.

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Input, update and maintain computer database and manual records for assigned functions.

Interface with internal personnel in various departments as required to resolve issues relating to tuition coverage, costs, billing, and financial aid, and advises campus business office personnel regarding such issues.

Communicate externally with businesses and government agencies regarding costs and payments for continuing workforce education.

Research student account information, applying knowledge of credit and collections, financial aid, and records, to determine third party tuition coverage and status.

Monitor and report on direct payments to College for students placed with collection agencies. Update reports, which require auditing and reconciliation of students' accounts and communicate results to collection agencies and College staff to prevent overcharging of collection expense and recall of student's account from collection.

Balance invoices and student account runs, and research student account information, determining whether a refund is due or a debt is owed prior to determining release of checks to students.

Verify and maintain student's eligibility for various state mandated tuition waivers. Waivers require expert knowledge of the eligibility criteria for each waiver type.

Coordinate with other offices within College and outside servicers to ensure compliance when bankruptcy notifications are received from students' attorneys by identifying and communicating type of debt, and ceasing or reinitiating collections activity including release of transcripts, credit reporting, and other collection attempts.

Research customer accounts, determining whether refunds are due or if accounts are delinquent, and contacts business and government agency customers for collections as necessary.

Perform required collection follow up when third party sponsors are delinquent in payment. Execute reversal of sponsorship and reassignment of debt to student if appropriate.

Perform audits of student accounts for third party billing, and coordinate resolution of billing and account status with businesses and government agencies.

Perform audits and reconciliation of customer accounts and invoices for billing purposes, ascertaining payments received vs. payments due and invoices issued.

Conduct and record results from exit audits of employee's debt for processing of final pay and clearance when staff are exiting the College.

Provide basic work direction to part-time workers and/or student workers regarding third party file maintenance and other routine tasks.

Balance electronic payments received and oversee process to record receipt of payment and correction of exceptions.

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Maintain collection and reporting of retiree's insurance payments including establishing setup of account, monthly billing process, reconciliation, preparing required state and internal reports, and responding to retiree questions and problems.

Verify and maintain employee payroll deductions for registration fees, Artist Series ticket purchases, and outstanding receivables, which require strong working knowledge of registration, financial aid, and payment processes.

Perform other related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisor.

SUPERVISION EXERCISED

May exercise supervision over assigned student assistants or part-time employees.

MINIMUM QUALIFICATIONS

High school diploma or high school equivalency supplemented by three (3) years of related experience.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

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Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 1/18