

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2008**

MILITARY RECEIVABLE SPECIALIST

FLSA STATUS: NON-EXEMPT – PAY GRADE: 11 - C

GENERAL STATEMENT OF JOB

An individual in this position performs specialized tasks and duties in the billing of third party customers. A Specialist applies standard departmental and organizational procedures as well as specialized departmental knowledge in performing complex auditing of invoices, customer, and student accounts. Military specialist is required to maintain expertise with military invoicing requirements including knowledge of multiple military invoicing software programs. An employee in this position collects, compiles, 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 military, ensures compliance with military invoicing requirements, establishes account and generates invoice appropriately.

Provide customized third party billing services for continuing workforce education contracts and restricted accounts related to the College's military customers.

Maintain knowledge of and security to Military Wide Area Workflow (WAWF) software to invoice military for students using tuition assistance benefits. Generates Invoice which requires expertise with file transfer protocol and WAWF processes.

Audit tuition assistance vouchers entered by campus business personnel for compliance with WAWF and military requirements. Instructs campus staff on timing and input requirements of tuition assistance vouchers into Orion.

Maintain knowledge of and security to GoArmyEd software and website to invoice Army for students using GoArmyEd tuition benefits. Performs research and communicates to GoArmyEd staff issues or irregularities that must be corrected for invoicing.

Maintain knowledge of and security to Military Wide Area Workflow (WAWF) software to invoice and comply with various FSCJ/military contract requirements. Contract invoices such as invoices for Great Lakes and Pensacola are processed through multiple departments within the military and require regular communication with various military personnel specific to the contract and process workflow used for invoice.

Review contracts, modifications to contract and maintain knowledge of military terminology as it relates to billing, input and invoicing requirements for WAWF.

Review requests for military invoicing for Great Lakes and Pensacola which requires internal communication with the Military Education Institute and may require external communication with government contacts as needed.

Perform audits and reconciliation of customer accounts and invoices for billing purposes, ascertaining payments received vs. payments due and invoices issued which requires research through the online military's MyInvoice website.

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

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

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

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.

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.

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

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

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 audits of student accounts for military billing, and coordinates resolution of billing and account status with the Military Education Institute and military agencies.

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

Perform other related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the Bursar or a designated supervisor.

SUPERVISION EXERCISED

Supervision may be exercised over assigned student assistants or part-time employees.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency supplemented by at least two (2) years of related experience.

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PREFERRED QUALIFICATIONS

Experience in accounts receivable, preferably with experience in military and electronic invoicing. Proficiency in Word and Excel.

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.

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.

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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: 7/08