Job Description

Accounts Receivable Specialist

University Mission: Concordia University is a Christian university preparing leaders for the transformation of society.

Unit or Department: Finance

Unit/Department Mission: In order to further the mission of Concordia University, the Finance team will provide the University community with leadership and support services in the areas of Financial Management. It will provide customer and clerical service in a manner reflective of the basic values that are at the core of Concordia University.

Position title: Accounts Receivable Specialist

Mission of the position (overall goal): To provide exemplary customer service to students, staff, faculty, and all campus visitors and to accurately administer accounts receivable.

Summary of the position (how the overall goal is reached): The Accounts Receivable Specialist will communicate effectively with warmth, sensitivity, and understanding as s/he interacts with students, parents, and other CU constituents. S/he will respond timely to student account inquiries and proactively seek payment from assigned students. S/he will ensure accurate and timely records of student accounts and will have an attitude of flexibility and willingness to perform a variety of support tasks.

Staff relationships:
- Reports to: Director of Accounts Receivable
- Supervises: None
- Hired/appointed by: Controller

Exempt/non-exempt? Non-exempt

Salary Level (1, 2, 3, 4, or program director): 2
ESSENTIAL RESPONSIBILITIES:
This position primarily supports and works with our partners (Concordia Nebraska, Concordia New York, and HotChalk, and others as may be engaged) by providing student accounts services as outlined in the items listed below. This position also provides student accounts services to on ground students as may be required.

1. Perform accounts receivable functions, including but not limited to generating invoices and billing files for students and non-student accounts receivable, student account analysis, assessment of late fees, third party billing, and perform follow up procedures on delinquent accounts receivable, and pursue collection in accordance with departmental guidelines. 40%
2. Works directly with students providing excellent customer service to students and third-party customers with patience, clarity, and integrity by reviewing the charges, scholarships, grants, payment plans, and payments on their account and working toward solutions for payments in accordance with payment policy. 50%
3. Determine special circumstances or extended timelines for students who are out of policy compliance, but have unique circumstances that may assist them in continuing their education. This determination must benefit both the student and the university, with final decisions being made by the Director of Accounts Receivable. 5%
4. Reconcile daily receipts from cashiers and prepare daily deposits; other duties as assigned by the Director of Accounts Receivable. 5%

MINIMUM REQUIREMENTS/QUALIFICATIONS:
1. Minimum of a Bachelor degree in accounting with 3 years experience in accounts receivable; or a high school diploma and 5 years experience in accounts receivable, billing, collections and procedures.
2. Proficiency in MS Word, Excel, and Outlook is essential.
3. Experience in computer based accounting environment.
4. Ability to communicate well, both orally and in writing.
5. Must be detail oriented, a critical and logical thinker, have good judgment and possess excellent problem solving skills.
6. Excellent organizational and telephone skills.
7. Strong commitment to superior customer service.
8. Ability to maintain a high level of confidentiality.
10. Must have current driver’s license and be able to drive for routine bank deposits.

Critical skills for this position:

_X__ Excel    ____ MS Access Database
____ Powerpoint    _X__ Administrative software (Banner)
_X__ Word    ____ Web Design
_X__ Microsoft Outlook    ____ Desktop Publishing
____ Graphic Design (Photoshop, Fireworks, PaintShop)
____ Remote Network Access (H: drive access off campus, VPN)
_X__ Web Mail    ____ Blackboard
_X__ Network Drives    _X__ Ability to drive a vehicle
_X__ Possess a valid driver’s license
Physical demands of the position:

- Repetitive motions sitting at keyboard
- Rising and sitting repeatedly
- Climbing stairs
- Walking indoors or outdoors
- Ability to lift __25__ pounds
- Ability to lift, pull, grasp, stoop and reach within an office environment
- Ability to sit for extended periods of time
- Ability to speak and hear

Attitude and demeanor of all Concordia University employees:
As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University
2. Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
3. Work as a team member in a professional environment
4. Possess a “service attitude” (willingness to be flexible to meet the needs of the department)
5. Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

Job description last updated by
Debbie Zawada, February 10, 2015