

## Student Accounts Specialist

### **Compensation**

**\$20 to \$22 Hourly**

### **Benefits Offered**

**401K, Dental, Life, Medical, Vision**

### **Employment Type**

**Full-Time**

### **Summary**

The Student Accounts Specialist is responsible for all aspects of student billing and collection which includes coordinating billing efforts with FACTS – the school's student accounts portal. The Specialist assists all families with billing and/or collection inquiries, creation, and maintenance of payment plans, posting student account activity, and monitoring balances. The Specialist is directly responsible to the Controller and will work closely with the business office and admissions team to understand financial aid and family needs.

This position requires an unwavering personal commitment to customer service, compassion, and excellence. Discretion is also crucially important as much of the information handled in the performance of duties is of a confidential nature.

### **Education and Experience**

- Bachelor's Degree, preferably in accounting
- (3) Three years of experience in collections or accounting-related field preferred
- Must have excellent Microsoft Excel skills
- Report writing and ability to use Microsoft Excel to create polished, legible reports and schedules.
- Attention to detail
- Excellent written, verbal, communication, and interpersonal skills. Professional, efficient, and well organized

### **Key Responsibilities**

- Coordinate with FACTS to ensure all students are invoiced properly. Specific duties include applying all charges for tuition and fees, credits for financial aid to student accounts, and recording payment plans. Ensure the posting of student payments received from FACTS to individual student accounts
- Serve as liaison between parents, FACTS, and the school to resolve all billing questions and issues. Post all payments received at the school to FACTS database and make adjustments as necessary
- Perform monthly journal entries and reconciliations to ensure the FACTS database aligns with the General Ledger. Provide weekly analysis related to tuition receivables and collections
- Administer the tuition insurance program
- Process cash transactions and coordinate the recording and deposit of all cash and checks in a timely manner
- Administer the student account system – funds held on behalf of each student for the payment of various supplemental expenses
- Other duties as assigned

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to learn - Recognizes the importance of learning and motivates others by own enthusiasm. Is able to learn and reproduce the current processes and recommend best practices to streamline them.
- Attention to detail – Passionate about precision, deriving personal pride from the consistent accuracy of professional work
- Time Management Skills - Manages multiple tasks and projects concurrently while adhering to deadlines. Maintains work/life balance without compromising the reasonable expectations of others. Respected for ability to “get things done.”
- Organizational Skills - Creates action plans to meet goals and conducts periodic reviews of progress against those goals.
- Communications Skills - Effectively communicates accounting and financial data to a variety of audiences using terms that are simple, clear, and accurate. Maintains healthy and open communication channels with peers, administrators, and families of the school.
- Problem Solving Skills - Considers a broad range of internal and external factors when solving problems. Grasps complexities and perceives relationships among different problems or issues.

### **Pre-Employment Screening**

All prospective employees must successfully complete a comprehensive background check and drug screening.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to listen, physically direct, and speak. The employee is required to stand; walk; use hands to manipulate papers, folders, binders, and operate a computer keyboard. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately quiet; however, variations in noise level may occur when the employee attends certain school functions or participates in emergency drills.