



Job Description

Job Title:	Student Accounts Representative
Department:	Student Financial Services
Job Category/FLSA Status:	Student Support/Non-Exempt
Accountability:	Director, Student Financial Services and Chief Financial Officer or Designee
Authority:	N/A

Position Description:

The Student Accounts Representative is responsible for managing student billing and receivables, ensuring accurate financial statement reporting and proper reconciling with the student information system; and advising students with respect to managing their student accounts balances. Serves as the primary customer service representative to students related to their student accounts (charges and payments, payment plans, book vouchers, etc.). The position will also provide technical advice in the application of compliance and policies & procedures.

Major/Essential Functions:

- Assists students with understanding their charges for tuition, fees, books, etc., including Title IV aid and loans paid onto accounts, and any payments made to their accounts.
- Performs student account management functions including but not limited to, reconciliations, postings, refunds and billing.
- Ensures the integrity, quality, and accuracy of financial and billing data in student information system.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities:

- Proactively contacts students by phone, email, text, etc., to encourage them to create a means of paying their bills.
- Handles disbursement of funds, monetary transactions, cash or check payments, and credit card charges.
- Responsible for counting money, accurately handling financial transactions, issuing receipts, and conducting payment reconciliation.
- Assists in developing communication to encourage students to complete financial aid paperwork, set up payment plans, pay balances, etc.
- Performs general office duties as needed, including data entry, phone responses, and walk-in/call-in customer service for the Student Financial Services Office.
- Ensures all work is in compliance with CBS policies and procedures and all state and federal guidelines and laws.

- Gathers routine information from other administrative, maintenance or clerical employees and outside vendors, customers, or the public.
- Responds to a variety of inquiries from all levels of employees or external sources, using a variety of communication methods including in-person, online chat, phone, and video conference.
- Prepares general correspondence and conducts other administrative duties to support the department.
- Prepares payments. Includes initiation or processing with internal accounting system to process invoice, voucher, procurement card, or similar electronic payment methods.
- Receives cash, check and credit card payments. Balances and closes cash drawers or computer. Reconciles cashier activity on system. Endorses checks and codes for the accounting system.
- Processes and sends invoices to third party payers. Follows up on unpaid accounts. Provides assistance to external agencies regarding billing and specific student issues.
- Participates in department meetings and complies with all institutional policies and procedures.
- Performs related duties required.

Required:

- Associates degree from an accredited institution of higher education and 2 years of related financial accounts management experience, or the equivalent.
- Must be a highly energetic customer service-oriented individual that is effective at working independently and that is outgoing and positive while at the same time displaying self-motivation and organizational skills necessary to plan personal contacts.
- Be a committed Christian and in good standing with a local church
- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation

Preferred:

- Associates degree from an accredited institution of higher education and 2 years of financial accounts management including financial aid, student accounts processing, customer support, or the equivalent and accounting or bookkeeping.
- Bilingual in English and Spanish (Reading, Writing, and Speaking)

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Attention to detail while maintaining effective time and task management
- Able to effectively communicate verbally and in writing on a regular basis with internal and external customers, build relationships, manage customer expectations, and take responsibility for a high level of service
- Able to interact in a positive manner with diverse populations and varying education levels of students, faculty, staff, and the public
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- Proficiency in Microsoft Office Business desktop tools to include Word, Excel, PowerPoint, Outlook, as well as electronic communications such as e-mail, calendars, etc.
- Ability to learn various software and systems as required by the college or service providers.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- Prepare annual, quarter, monthly, and weekly reports for internal and external constituents including reporting of goal process and outcomes.
- Manage student account payment deadlines in accordance with the academic catalog.
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/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.

- Employee must sit, stand and walk and use manual dexterity and fine motor skills.
- Employee must be able to reach and grasp objects and utilize video display terminal.
- Employee must talk and listen via face-to-face contact and telephone.
- Employee may be required to lift and/or move up to 10 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):

- Ability to work flexible hours, some weekend work required to meet project deliverables.
- Materials, conversations, and some meetings may be of a confidential and sensitive nature.
- Typical office/higher education institutional environment at CBS onsite location or remote/office hybrid option available as determined by supervisor and institutional policies and procedures.

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.