| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 8/22/2024 | FA9743, FS9744, FS9745 | Student Finance Accounts Receivable Specialist  | FA9710 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Financial Services | Student Finance | Full-Time Professional Support 5 | 43-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** ASP - FT/ESP | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [x]  | **Part-Time:** [ ] \_\_\_\_ Hrs/Week | **Pooled Position:** [ ]  | Type here **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| The Accounts Receivable (AR) Specialist is responsible for processing complex financial transactions, analyzing data and maintaining accurate student account balances in the AR sub-ledger, including processing student payments from multiple internal and external sources and processing student refunds while ensuring proper financial application of payment or resources is maintained. This requires specific knowledge and understanding of department and College policies, Federal, State and local agency student aid payment requirements and rules for processing payments and refunds. This position is also responsible for auditing and reconciling the student account balances, including tuition and fee charges and all sources of aid, to process accurate student billings, and to report and communicate accurate financial information to students, internal areas of the College, and external agencies. Staff are required to maintain knowledge and understanding on all current Federal, State and Local aid programs in order to ensure these program payments are applied correctly to the student account. This position is the subject matter expert making decisions and advising students, College staff, and external companies on College processes and procedures and how that interacts with Federal, State and local agency rules for processing student payments and refunds. This position also presents at student events delivering expert information and excellent customer service.  |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| None |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 30% | 1 | Responsible for accurate and timely auditing and reconciling of student account charges, payments and refunds ensuring compliance with College and regulatory agencies. This includes analyzing all data on the student account to create accurate student billings and student refunds. This includes, but is not limited to, updating student payment plans, manage payment plans for delinquent balances and collection process, verifying 3rd party payments and tuition waivers, managing scholarship checks and other miscellaneous charges and payments to the student account.  |
| 30% | 2 | Research and problem-solve any student account discrepancies and making necessary decisions regarding changes to the student account in order to ensure accuracy in reporting information. Use expert knowledge of all types of Federal, State or local agency student payment resources (aid) and the rules and regulations on how those resources pay on the student account; use resources to stay informed of changes to this information. Act as subject matter expert on all types of student charges and payments so that accurate information is given to students, agencies and the College.  |
| 25% | 3 | Manage communications with students and external agencies while providing expert knowledge and solutions for issues. This will require follow up with other college departments and administrators for information and verification in order to deliver expert customer service to students, college-wide staff, and external agencies, and include but not limited to knowledge of Federal State and Institutional rules and regulations with respect to student accounts (i.e. FERPA, 1098T, Federal/State/local grants and programs.).  |
| 10% | 4 | Educate college-wide staff on complex matters pertaining to Student Finance processes and procedures that will enable those areas to assist students to be successful and maintain continued enrollment. This position is the primary point of contact with other college areas and provides expertise when triaging issues concerning Student Finance responsibilities in relation to the student financial account.  |
| 5%- | 5 | Serve as back-up to other Student Finance staff.  |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.  |
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| KNOWLEDGE:  *Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job** Proven accounts receivable background
* Proficient use of Accounts Receivable software and experience in processing financial transactions.
* Proficient knowledge of accounting software systems, Windows, and Microsoft products, especially Excel and Outlook.
* Knowledge of Federal FERPA regulations and IRS 1098T reporting guidelines.
* Knowledge and staying current on Federal, State, and Institutional aid programs and the requirements.

COMMUNICATION/INFLUENCE:  *Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.** Provide excellent customer service
* Ability to interact efficiently and effectively with students, Lansing Community College employees, departments, and outside agencies.
* Ability to articulate practices and procedures to students, employees, departments, and outside agencies.
* Effective listening skills are necessary to comprehend, analyze, and solve issues raised by internal and external customers/employees.
* Ability to develop clear and concise written documentation in the form of procedure manual and training material for use within the department.

PROBLEM SOLVING:  *Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.** Strong analytical and critical thinking skills are necessary in order to analyze problems and quickly determine practical, efficient solutions; this includes conflict resolution skills.
* Ability to anticipate the probable outcome of a situation before it occurs to deflect potential problems.
* Ability to interpret and analyze situations and move to resolution based on law, contract, or college policy.
* Ability to independently prioritize, balance, and complete multiple tasks.

LEADERSHIP: *Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.** Provide direction to internal and external stakeholders on system use, forms, procedures and College policies.
* Give guidance and educate on specific accounts receivable processes and functions.
* Give guidance and direction to all levels of College employees.

OTHER:  *Other applicable skills and abilities not mentioned above.** Proficient organizational skills and ability to balance multiple priorities and objectives.
* High level of accuracy with attention to detail.
* Ability to work effectively with a diverse community
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| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.  |
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| **Required*** Associate’s Degree or equivalent combination of relevant education and progressively more responsible work experience.
* Demonstrated experience in accounts receivables or complex financial transactions.
* Demonstrated Customer Service experience
* Demonstrated Microsoft Office Skills (Word, Excel, etc.)

**Preferred*** Bachelors Degree in Finance, Accounting or business-related field.
* Demonstrated experience in a Student Finance or Bursar Office.
* Demonstrated experience and knowledge in federal and state financial aid and sponsors .
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| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Jennifer Sevic **Supervisor’s Signature:** \_\_\_ **Date:** \_8/2/2024\_\_\_\_\_

**Dean/ELT’s Name:** Donald Wilske **Dean/ELT’s Signature:** \_\_ **Date:** \_8/2/2024\_\_\_\_\_\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_\_\_ **Date:** \_8/22/2024\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

| **Position #:** FS9743, FS9744, FS9745 | **Date: 0**1/05/2024 | **Supervisor’s Position #:** FA9710 |
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## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[x]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[x]  Synthesizing (combine data, concepts, interpretations)

[x]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[x]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[x]  Near acuity (at 20 inches or less when accuracy is essential)

[x]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[x]  Depth perception (3 dimensional vision, judge distances, space)

[x]  Color vision (distinguish colors)

[x]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[ ]  Climbing

[x]  Kneeling

[x]  Reaching

[x]  Balancing

[x]  Crouching

[x]  Grasping

[x]  Stooping

[ ]  Crawling

[x]  Picking/Typing/Keyboarding

[x]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[x]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[ ]  Medium (exert 21-50 lbs of force, walk/stand frequently)

[ ]  Heavy (exert 51-100 lbs of force, walk/stand routinely)

[ ]  Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

[ ]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[ ]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[ ]  Extreme noises