

CLASSIFIED JOB DESCRIPTION

Non-exempt; Full-time

POSITION TITLE: Accounts Receivable Clerk

DEPARTMENT: Business Office

PURPOSE: Perform routine accounting work in the accounts receivable function. Maintain daily accounting records for all college funds (general, special revenue, auxiliary, reserve, foundation and construction) and all grants.

ESSENTIAL FUNCTIONS

Prepare billings and collections for student accounts. Mail out statements to students twice monthly; go through promissory notes weekly to pull paid accounts.

Log promissory notes in system each term and charge promissory note fee to student account.

Work directly with students on payment plans setting up monthly payment arrangements as needed; track monthly payments and send to collections if necessary. Work with dual enrolled students and colleges (EOCCC consortium) to coordinate receipt of financial aid.

Send 30 day notices to any account that has not been paid from previous quarter; send account to collections agency as needed. Coordinate work of collection agencies; receive monthly payments from collections agencies; pull all accounts paid in full and release holds.

Answer questions regarding accounts in person, by phone, or via email. Research and resolve any outstanding balances on accounts, including personal, telephone, or mail communications with the student or vendor. Verify with Financial Aid if all funds have been applied to all accounts. Refer the student who is disputing the amount to the Dean of Student Services.

Work with Financial Aid office in preparing documents for Perkins Loan Program; prepare files for new Perkins loans and disburse funds for Fall, Winter and Spring quarters. Balance Perkins account monthly. Maintain database of Perkins Loan information with third-party processor.

Work with third party administrator for Perkins loan funds to process accounts, deferments and cancellations. Complete due diligence on borrowers. Follow up with all accounts in collections or accounts that have been accelerated and need to be sent to Department of Education.

Process and receive money and credit card registration payments; turn payments over to Students Services for receipting.

Receive and log applications for Early Aid Advance; check for funds availability; send out approval or denial letters to applicants; input and run checks according to adopted calendar.

Coordinate purchases of office supplies; coordinate with Physical Plant to make sure supplies are stocked; order for other departments and Caldwell Center when needed.

Prepare bank deposits as needed; take daily deposits to the bank (including those for the Foundation); take coin deposits from housing to the bank as needed. Verify all money from events being received by departments.

Pick up and deliver mail twice daily and disburse as needed.

Maintain spreadsheet for Financial Aid disbursements, direct deposit, credit on account, mail, or pick-up. Print checks for accounts payable and the Foundation on a regular weekly basis. Issue or mail checks as needed.

Charge back all non-sufficient fund (NSF) checks to student accounts and apply NSF fee; apply "hold" and mail out new statement to student.

Assign long-distance phone codes to staff.

Apply parking fines to student accounts as notified by Security. Order driving record on all driving authorization applications as requested by Physical Plant; keep spreadsheet of all driving authorizations.

Assist in annual audit by preparing assigned reports or providing documentation as directed by the Comptroller. Conduct inventory counts as requested by the Comptroller.

Provide excellent document preparation and records management relative to the account receivable function in accordance with record retention policies and laws.

Research and recommend programs, policies and procedures to improve the effectiveness and efficiency of the accounting function, including new software, internal controls, new electronic payment technologies, and customer service.

TVCC values professionalism in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

- Display empathy and positive regard for others in written, verbal and non-verbal communications.
- Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
- Build trusting relationships by acting with integrity, courtesy, and responsibility, even in the face of stress or demanding workplace conditions.
- Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
- Dress appropriately for a workplace with frequent customer service interaction and community outreach.
- Meet all required standards of confidentiality and safety. Maintain work areas in a clean and orderly manner.

QUALIFICATIONS

MANDATORY: Requires high school diploma or equivalent and two years of collections and cash receipting work experience; Requires intermediate computer literacy of word and spreadsheet software and recordkeeping and bookkeeping principles. Must be detail oriented, with accurate data entry skills; must have effective verbal and written communication skills. Must be able to learn college software.

PREFERRED: College level courses in bookkeeping or business. Multilingual.

PHYSICAL DEMANDS

Minimum physical exertion. While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds

on a regular basis and up to 20 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

WORKING CONDITIONS

Usual office working conditions. The noise level in the work environment is typical of most office environments.

SUPERVISORY RESPONSIBILITY

None; may provide cross-training to staff and oversee task completion of work-study.

SUPERVISION RECEIVED

Works under the general supervision of the Comptroller.

The above description covers the most significant duties performed but does not include other related occasional work.

*Created 2000;
Revised 12/09*

I have read and understand this position description.

Employee Signature

Date