



We are currently accepting applications for a **Student Account Receivable Representative**. This position is responsible for the overall analysis of student accounts related to charges for their education (i.e. tuition, room and board, and fees) and payments (i.e. scholarships, financial aid and loans). This position is the primary contact for students, parents, and other involved parties concerning student accounts and requires excellent customer service and interpersonal skills. The Student A/R Representative acts as an advocate and advisor assisting these constituencies with their rights and responsibilities regarding their financial obligation to the College.

### **Essential Functions**

#### **Billing and Collection of Student Accounts:**

While maintaining compliance with various federal (i.e. Federal Education Rights & Privacy Act), state, department, and college policies and procedures:

- Review student accounts for accuracy. Perform timely research and resolve inaccuracies.
- Assist students, parents and other involved parties in gaining an understanding of the account receivable and communicate the financial policies of the College to those parties in person, via written correspondence, or by telephone.
- Respond in a timely manner to inquiries regarding student accounts.
- Provide guidance to students, parents and other involved parties with regard to the responsibilities of other departments (i.e. financial aid, registrar, residence life, admissions) and collaborate with those departments to resolve account issues for those functions not served by the Business Office.
- Provide outstanding customer service while maintaining sensitivity in dealing with financial issues with students and families. This sometimes requires the ability to handle a variety of difficult customer situations and disputes with tact, diplomacy, and patience to defuse angry/frustrated customers.
- Invoice students.
- Assist students, parents and other involved parties in making payment arrangements.
- Place or remove Business Office holds on student accounts in accordance with policy.
- Prepare special billings to third party payers of student accounts.
- Refund excess payments and aid in compliance with federal, state, and college guidelines, including but not limited to Federal Title IV Financial Aid funds.
- Collect outstanding receivables from current students and students who have left the College (graduated or withdrawn). Review outstanding receivables and reports payment problems or other areas of concern to manager and A/R committee. Issue collection letters and maintain relationship with collection agencies.

#### **Cashiering**

- Accept payments on accounts via cash, checks, and credit card, acting as a cashier in the collection of student accounts.
- Provide back-up support to Cashier as needed.

#### **Outsourced Billing**

- Collaborate with third party payment plan provider regarding initial set up and maintenance of accounts as well as outstanding/delinquent balances.
- Perform collection activities and negotiate solutions to resolve delinquent accounts.
- Reconcile and post payments from third party student payment plan provider.

- Create, recommend, and implement processes and specific communications regarding past due accounts and collection of those accounts.

### **Miscellaneous**

- Monitor additional incurred charges (i.e. library, room damages) and update accounts as necessary.
- Work closely with Financial Aid to ensure aid is transmitted to student accounts.
- Ensure housing and meal costs are in place on both the student account and the meal card system.
- Assist students with setting up bookstore accounts when appropriate and coordinate with Bookstore regarding accounts.
- Update student insurance status.
- Reconcile general ledger accounts as assigned.
- Maintain student files in the Business Office.
- Maintain documentation of outside scholarships.
- Assist with student orientations.
- Provide backup for other staff within department as needed.

### *Additional duties as assigned*

### **Knowledge, Skills, and Abilities**

- Knowledge of accounting policies and procedures.
- Excellent customer service and interpersonal skills required.
- Flexibility, positive attitude and good work ethic.
- Excellent communication skills, both oral and written, in English.
- Complete understanding of discretion and confidentiality.
- Ability to multi-task while maintaining a high level of customer service and accuracy.
- Excellent problem-solving skills with the ability to effectively prioritize work in a fast-paced environment.
- Must be self-motivated and willing to work independently.
- Detail oriented while adhering to guidelines, performance standards and policies.
- Must possess a strong work ethic and unquestioned personal integrity.
- Excellent analytical skills.
- Ability to read, analyze and interpret policies and procedures or governmental regulations. Ability to write correspondence and procedure manuals. Ability to present information and respond to questions from diverse groups of students, staff, faculty, vendors, and the general public.
- Knowledge of Microsoft Office suite – at a minimum: intermediate knowledge of Word and Excel; beginner level knowledge of Outlook
- Proficient use of personal and mainframe computer systems; ability to use Ellucian/Colleague or large ERP system preferred.

### **Qualifications**

- Advanced knowledge of accounts receivable processing and general ledger work.
- Knowledge of the Family Education Rights and Privacy Act (FERPA).
- Accounting experience: Entry level – 3 years.
- Experience with higher education preferred.
- Collections experience preferred.
- Must possess a current valid driver's license, be vehicle insurable with a good driving record in accordance with The College of Idaho's vehicle policy

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of the contract without sponsorship from The College of Idaho.

Candidates meeting qualifications listed above should submit a cover letter addressing their qualifications for the position, a current resume, and the names and contact information of three (3) references, two (2) management and one (1) professional to [hr@collegeofidaho.edu](mailto:hr@collegeofidaho.edu). Application review will begin immediately; applications will be accepted until suitable candidates are selected.

With over 125 years of history, The College of Idaho is a regional and national leader in higher education. The College of Idaho is an inclusive community of exceptional learning that challenges the ambitious and forges pathways to success and purpose. To learn more about The College of Idaho, please visit [www.collegeofidaho.edu](http://www.collegeofidaho.edu)

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce.