

Clark Atlanta University Job Description

Position Title:	Senior Student Accounts Specialist
Employee:	
Department:	Student Accounts
Reports To:	Student Accounts Director

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

Under the general supervision of the of Student Accounts Director, the Senior Student Accounts Specialist is primarily responsible for collection of delinquent accounts in an effort to minimize University bad debt exposure. This position is responsible for creating and managing reports to track collection agency's performance on most delinquent accounts. The Senior Student Account Specialist duties include investigating and responding to accounts in dispute, counseling students on repayment options, thoroughly reviewing files for completeness before sending to a collection agency and creating reports to aid in managing the receivables of the department. The Student Account Specialist may be required to work additional hours during peak periods. Weekend hours may be required in support of special enrollment related projects and events.

Examples of Duties and Responsibilities:

1. Adhering to policies and procedures for the collection process.
2. Verify charges, payments, adjustments made to student accounts are accurate and posted in timely manner.
3. Interprets entries to students' accounts and identifies balances by accessing Banner and referencing related documents.
4. Maintain payment plans for students.
5. Assist in responding to external auditors' request.
6. Research inquiries regarding disputed accounts.
7. Generate monthly collections and receivable aging reports along with providing monthly reports.
8. Handle heavy incoming and outgoing direct customer telephone calls related to the collection of past due accounts.
9. Provides excellent writing, oral and customer service skills.

Knowledge, Skills and Abilities

1. Banner System (SCT
2. Advanced functional skills with Excel, Access, and Word
3. Strong analytical skills, with accuracy and attention to detail
4. Excellent Customer Service skills
5. Excellent Interpersonal skills
6. Excellent Written and Oral Communication skills

Qualifications/Requirements

Bachelor's Degree in Business is preferred with three years related work experience or equivalent. Must understand consumer collections process and operations, demonstrated ability to manage multiple tasks and ability to work in a high-volume call center environment along with the ability to effectively interact with multiple internal and external resources.

Minimum Hiring Standards

Education	Bachelor's Degree in Business
Years of Experience Required	3 Years Work Experience in collections

Employee

Date

Manager/Supervisor

Date

Human Resources

Date