**Title:**  Student Accounts Specialist

**Date:** May 2023

**FLSA Status:** Exempt – Full time, 12-month position

**Salary:** $37,000-$45,000 per year

**Reports to:** Executive Director of Financial Aid and Student Accounts

**Job Summary:**

The Student Accounts Specialist is responsible for all aspects of student billing, including ensuring all charges and financial aid are properly posted. This position works directly with students with a customer service orientation, ensuring that all collection activities (current and past due) are completed by the team and are compliant with company policies. This position will complete daily/monthly General Ledger processing, account reconciliations and review student charges.

The Student Accounts Specialist will be highly organized and detail-oriented with the ability to manage multiple responsibilities simultaneously. It is also important to display excellent verbal and written communication, interpersonal, and negotiation skills. The ability to interact with a wide variety of consumers in a positive and professional manner is crucial.

**Duties and Responsibilities:**

In addition to the above, essential functions include but are not limited to:

* Customer Service (telephone and counter). Respond to inquiries regarding tuition billing/payments and financial policies.
* Arranging for debt repayment or establishing repayment schedules in a way that works best with each student's financial situation.
* Managing the write-off process of student accounts as it relates to collection agencies.
* Prepare and analyze reports as needed for management.
* Account reconciliations and assist in creating and maintaining system business rules.

**Credentials and Experience:**

* Bachelor's degree or commensurate experience
* 2-5 years of experience in accounts receivable, account reconciliation, and collections.
* Student accounts or non-profit experience in a higher education environment is preferred.