

September 2020

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: STUDENT FINANCE & ACCOUNTS RECEIVABLE TECHNICIAN II

SALARY SCHEDULE/RANGE: 29/25

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of general (I) to advanced (II) customer service, clerical and accounting activities in support of assigned functions such as accounts receivable, fee collection and cashiering.

DISTINGUISHING CHARACTERISTICS:

The Student Finance & Accounts Receivable Technician III works independently on more complex tasks, producing accounting reports requiring a more extensive knowledge of accounts receivable and account auditing. This level requires an in-depth knowledge of the district financial system and a comprehensive understanding of the District's policies and procedures regarding the district financial system assigned and a moderate level of knowledge of Financial Aid.

The Student Finance & Accounts Receivable Technician II performs more advanced customer service and accounts receivable activities requiring considerable accuracy and timeliness in areas such as reconciling and troubleshooting accounts. Incumbents work under general direction and have on-going responsibility for all cashiering functions and a higher level of applied knowledge and skill required. This level requires a comprehensive understanding of the Department's policies and procedures and general understanding of Financial Aid.

The Student Finance & Accounts Receivable Technician I provides general clerical and customer service related support for student account maintenance, basic accounts receivable activities and cash drawer management. Accounts Receivable work is covered by well-established procedures and other assignments including clerical support of an assigned finance area. This level requires a general understanding of the Department's policies and procedures and general understanding of Financial Aid.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical accounting duties in the review, evaluation and adjustment of assigned college accounts; provide technical accounting support for various accounts and functions such as student accounts, third party billing, accounts receivable and account auditing.

Monitor, evaluate and reconcile assigned auxiliary funds and accounts; review and verify accuracy of accounts to reflect income, fund transfers and expenditures; reconcile to assure accurate fund accounting.

Input a variety of financial and statistical data into an assigned computer system; establish and maintain various auditable records and files; initiate queries, develop spreadsheets and generate a variety of computerized reports and statements; assure the accuracy of input and output data; maintain filing systems.

Monitors receivables and performs outreach to students and third party customers.

Research, compile, prepare, verify and revise financial data related to assigned accounts and activities; prepare and maintain a variety of auditable financial records, reports, statements and files related to accounts, income, expenditures, personnel and assigned activities.

Reviews, analyzes, and troubleshoots inquiries related to student account information such as transactions, refunds and account adjustments on the district financial system. Coordinates collection of all cash, check and credit card payments on student accounts.

Process accounts receivable as assigned; collect, receive, code and verify incoming monies; prepare and process receipts; check money totals against receipts and invoices to assure accuracy; prepare and distribute bank deposits as required; prepare invoices and arrange for billings as directed.

Distribute, process, audit and evaluate various fiscal forms and applications as assigned; compare and reconcile forms, statements, records, reports and other financial documents; identify errors and resolve discrepancies.

Serve as a technical resource to staff, outside agencies and others concerning student accounts, and accounts receivable functions; respond to inquiries, resolve issues, conflicts and discrepancies, and provide technical information concerning related accounts, transactions, records, laws, regulations, policies and procedures.

Following federal, state, local and institution privacy laws and policies the incumbent confers with students, parents, personnel and the community to exchange student finance information, resolve issues, or concerns regarding student finance accounts; initiates and receives phone calls to resolve inquiries and discrepancies.

Maintain the integrity of the college's policies and procedures while providing a high level of student, staff, community and outside agency support; providing resolution focused skills, equitable solutions, and timely assistance.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Student guidance principles and practices.

Methods, procedures and terminology used in general accounting work.

Financial and statistical record-keeping techniques.

General knowledge of fund accounting and business functions of an educational organization.

Policies, procedures and objectives of assigned programs and activities.

Preparation, review and control of assigned accounts.

Data control procedures and data entry operations.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Arithmetic computations.

Methods, procedures and terminology used in cash drawer management and bank deposit procedures.

ABILITY TO:

Perform a variety of general accounting duties in support of assigned accounts and functions such as accounts receivable, fee collection and cashiering.

Perform a variety of general clerical work related to the preparation, processing, and maintenance of accounts.

Collect money and verify and balance cash drawers.

Reconcile, balance and audit assigned accounts.

Review and verify income and expenditures.

Organize and prepare data for records and reports.

Compare numbers and detect errors efficiently.

Identify, investigate and escalate student finance issues, errors and discrepancies.

Monitor and audit income and expenditures of assigned accounts.

Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.

Communicate clearly, concisely and effectively, both orally and in writing.

Establish and maintain effective working and cooperative relationships with others.

Perform arithmetic calculations quickly and accurately.

Meet schedules and timelines.

Operate standard office equipment including a computer, 10-key, credit card machines and assigned software.

Manage a large volume of transactions accurately and efficiently.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.
Employ methods to de-escalate issues with customers.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level coursework in accounting or related field and two years general accounting experience and/or increasingly responsible clerical, hospitality or retail experience.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment, at a desk or at a computer;
The incumbent will experience interruptions while performing normal duties during the regular workday; The incumbent will have contact, in person or on the telephone, with staff and the general public.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information.
Sitting and standing for extended periods of time.

SPECIAL QUALIFICATIONS:

A sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities.
Experience working with a large volume of transactions.
Organizational skills to maintain accurate records and close attention to details.
Ability to collaborate across all levels of organization.