

September 2020

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: STUDENT FINANCE & ACCOUNTS RECEIVABLE TECHNICIAN I

SALARY SCHEDULE/RANGE: 29/18

BASIC FUNCTION:

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

DISTINGUISHING CHARACTERISTICS:

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. Accounting work is covered by well-established procedures and other assignments include clerical support of an assigned accounting area. This level requires a general understanding of the Department's policies and procedures and general understanding of Financial Aid.

The Student Finance & Accounts Receivable Technician II performs more advanced customer service and accounts receivable activities in areas such as reconciling and troubleshooting student accounts. Incumbents work under general direction and have on-going responsibility for all cashiering functions and 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 III works independently on more complex accounts, producing accounting reports requiring a more extensive knowledge of accounts receivable, student accounts 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.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of general accounting duties in support of assigned college accounts and functions such as accounts receivable, fee collection and cashiering; process and verify various financial forms and documents; review student accounts for errors and make appropriate adjustments.

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; reviews data for accuracy and completeness.

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 accuracy of input and output data; maintain filing systems.

Process accounts receivable as assigned; collect, receive, process and verify incoming monies; prepare and process receipts; check money totals against receipts and invoices to assure accuracy; prepare, balance and reconcile cash accounts, and prepare and distribute bank deposits as required.

Serve as an informational resource to staff, outside agencies and others concerning student accounts, and accounts receivable functions; respond to inquiries, resolve issues, conflicts and discrepancies, and provide general information concerning related accounts, transactions, policies and procedures.

Composes general office correspondence and performs other clerical services of routine nature including, but not limited to filing, data entry, processing of departmental bulk mail and completing forms.

Performs outreach activities to students and third party customers as assigned.

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.

Adhere to 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.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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

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.

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 college accounts.

Collect money and verify and balance cash drawer.

Compare numbers and detect errors efficiently.

Manage a large volume of transactions accurately and efficiently.

Perform arithmetic calculations quickly and accurately.

Learn policies and objectives of assigned programs and activities.

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

Understand and follow oral and written instructions.

Meet schedules and timelines.

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

Establish and maintain effective working and cooperative relationships with others.

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.

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 one year clerical 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 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.