

## Job Description

**JOB TITLE:** Accounts Receivable Technician  
**PAY GRADE:** CL 18  
**LAST REVISED:** July 2016

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

### **SUMMARY DESCRIPTION**

Under direction of the Manager, Finance/Bursar processes District student accounts receivable transactions, performs work involved in receiving student payments, refunding students and accounting for sums of money; performs related work as required.

**REPRESENTATIVE DUTIES** - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides general cash control by preparing cash drawers; accepts cash, checks or bankcards for payments on student accounts; maintains sufficient change in cash drawers; counts money and gives changes. Generates daily cash receipts reports and reconciles to cash drawer; prepares daily bank deposits and balances cash receipts reports.
2. Serves as point of contact with students, prospective students, staff and the general public regarding departmental services. Communicates and works closely with Financial Aid, Admissions & Records, Veterans Office, International Office, Residence Hall, Health Center, Counseling, Athletics, Truckee campus, NCC campus, Foundation, ASSC, Police Services and Library.
3. Verifies all deposits are posted to holding bank account.
4. Reconciles bank deposits to Banner (ERP) transactions. Prepares and posts cash clearing journal entry.
5. Processes Financial Aid refunds and overpayments on student accounts using the campus ERP system, (currently Banner software) job process. Upload's payment file to the third-party website and posts stale dated refund checks on the student account.
6. Places authorized student accounts on third party payment agreements. Invoices, post payments and tracks receipt of payments from third party agency payers. Reconciles payments from agencies with the student contract and resolves discrepancies. Processes refunds directly to the agencies.
7. Posts payments received from students at customer service window onto their student account into Banner. Follows specific process used in receiving cash, check or credit card.
8. Coordinates cash usage, including timelines, ordering of cash from banks, and setting up multiple cash bags; reconciles and verifies cash bag accounting.
9. Places holds on student records for non-payment of fees as appropriate and in accordance with established District policies and procedures.
10. Processes returned checks from the bank and credit card chargebacks. Researches, contacts the student and posts charge to student account.
11. Initiates process to bill students with unpaid account balances throughout each term.
12. Uploads file of delinquent student accounts to independent collection agency and assists students in

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resolving past due balances. Reconciles monthly check from collection agency for posting to student account. Verifies student account information is correct on collection agency website. Maintains separate timeline for Return to Title IV student balances submission to independent collection agency as required by Department of Education.

13. Oversees the student payment plan program. Reconciles student account balances between third party payment plan provider's web-based reports and Banner. Researches and analyzes any discrepancies in payment plan student account balances. Adjusts student account balances on third party records as needed.
14. Prepares Special Events cash bags used for making change at District events. Obtains proper signature and backup documentation and releases cash. Reviews Special Events log to ensure cash bag is returned to the Bursar office timely.
15. Prepares Athletic event game bags for distribution to game manager. Follows up to ensure game bag is returned timely. Reviews reconciliation of ticket sales to cash collected.
16. Processes requests for Athletic Travel Advances. Submits advance requests to Accounts Payable for check issuance, delivers checks to coaches. Reconciles receipts and/or number of athletes receiving cash. Follows up to ensure documentation is received timely after athletic event.
17. Reviews Student Fee Petitions, gathers information and makes recommendations to manager for approval or disapproval.
18. Posts incoming wire transfers from international students to their student accounts.
19. Posts Residence Hall deposits to student accounts and releases refunds to the students at the direction of the Residence Hall Office. Coordinates with Residence Hall staff to schedule refunding of room deposits by deadline required by California state law.
20. Reviews student accounts for bad debt write off. Identifies detail code to use for write off on the student account in Banner. Three terms per fiscal year are written off.
21. Prepares Sierra College Foundation bank deposits and posts to Banner.
22. Assists students with the 1098T form questions, provides re-prints as requested.
23. Participates in testing ERP System, (currently Banner), a accounts receivable module, as needed for periodic upgrades and patches.
24. Operates office equipment including computer equipment, calculator, copier/scanner, facsimile machine, specialized coin counting equipment and credit card swipe machine.
25. Operates personal computer for word processing, spreadsheets, database management, and basic financial accounting; accesses District host computer, student and/or other databases to enter and extract information.
26. Participates in testing of upgrades to the Banner Student Accounts Receivable module.
27. Interacts with representatives of credit card authorization centers and banks, as appropriate.
28. Advises students, staff members, and the general public regarding District policies and procedures, as appropriate; answers questions and provides directions.
29. Maintains current knowledge of state and federal laws, rules and regulations pertaining to area of responsibility.
30. Routes information to various District organizational units; provides follow-up information as necessary.
31. May train and provide work direction to assigned student workers and temporary help as assigned.
32. Performs related duties as required.

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**QUALIFICATIONS** - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Basic accounting theory, principles and practices including accounting controls, and audit trails.  
Basic accounts receivable procedures.  
Student registration and enrollment fee processes.  
Banking procedures.  
Mathematical principles.  
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.  
Principles and practices of financial record keeping.  
Methods and techniques of public relations.  
English usage, spelling, grammar, and punctuation.

**Ability to:**

Receive monies and make change accurately.  
Perform a variety of routine clerical duties in support of assigned area.  
Meet the general public with courtesy and tact.  
Plan, organize and prioritize work to meet changing priorities and deadlines.  
Work cooperatively with other departments, divisions and outside agencies.  
Maintain confidentiality of information.  
Make arithmetic calculations and comparisons quickly and accurately.  
Operate a calculator and cash register with speed and accuracy.  
Type accurately at a rate sufficient to maintain office production.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.  
Compose and prepare general correspondence and reports.  
Understand and follow oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Examples of ways to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of retail or bank cash handling experience.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT** - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach,



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and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.