

JOB TITLE: Accounts Receivable Technician

PAY GRADE: CL 18

LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, processes District student accounts receivable transactions, performs work involved in receiving and refunding student payments, and accounting for sums of money.

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. Serves as initial point of contact for department services, policies, and procedures; communicates and works closely with departments to provide accounts receivable services in compliance with the Family Educational Rights and Privacy Act (FERPA) guidelines.
2. Verifies deposits are posted to holding bank account; coordinates with other departments to ensure timely delivery of deposits and use of correct procedures; reconciles bank deposits with the District's Banner Enterprise Resource Planning (ERP) system by using various vendor portals; monitors account activity and vendor fees; prepares and posts cash clearing journal entries.
3. Receives and places authorized student accounts on third-party payment agreements; Creates invoices, posts, and tracks receipt of payments, from third-party agency payers; reviews and reconciles payments from agencies related to student contracts and resolves discrepancies; processes refunds directly to contracted agencies; posts incoming wire transfers from international students to their student accounts.
4. Processes payments to students for Financial Aid disbursements and refunds of overpayments using the ERP system, including verifying and correcting the application of specific Financial Aid awards on student accounts, identifying and pulling back awards with errors, working closely with Financial Aid staff to ensure accuracy of the disbursements, and verifying correct terms on all disbursements to ensure proper Internal Revenue Service (IRS) Form 1098-T reporting.
5. Uploads disbursement data, student contact information, and student account balances files to third-party vendors to ensure up-to-date records for students and their balances.
6. Processes and submits requests for Athletic Travel Advances to Accounts Payable (AP) for check issuance; delivers checks to coaches for distribution to student athletes and/or athletic department staff; reconciles receipts and/or number of athletes receiving cash and follows up to ensure receipt of documentation after athletic event; creates summary report of travel advances by sport and season for management review.
7. Provides general cash control by ordering cash from banks and preparing cash drawers; accepts cash, checks or bankcards for payment of fees and/or services; maintains and sets up cash bags, as needed; reconciles and verifies cash bag accounting; maintains and reconciles cash drawers against daily receipts and transactions; prepares daily bank deposits and balances cash receipt reports; prepares Foundation bank deposits; posts to ERP system.
8. Researches and processes returned checks and credit card chargebacks.

9. Facilitates the student payment plan program and processes; posts payments received from students and notifies student(s) of charges issued to their account; reconciles student account balances between third-party payment plans, provider's web-based reports, and ERP system; researches and analyzes any discrepancies in student payment plan account balances; adjusts student account balances on third-party records, as needed; assists students in resolving past due balances; reconciles and verifies student account activity and information 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.
10. Reviews student accounts for bad debt write-offs; identifies and applies the appropriate reason detail code.
11. Coordinates with Residence Hall staff to post student resident deposits and release refunds to students.
12. Assists with preparation of the Internal Revenue Service (IRS) Form 1098-T, answers related student questions, and provides re-prints, as requested.
13. Places holds on student records for non-payment of fees as appropriate; ensures removal of holds upon payment.
14. Coordinates accounts receivable activities for District athletic and special events, including, but not limited to, preparation of cash bags, obtaining proper signatures to release cash, reviewing, and reconciling special event logs, reconciling and posting cash deposits, and verifying backup documentation; ensures cash bags are returned to the Cashier; reviews and reconciles ticket sales against collected cash; codes and deposits cash received.
15. Interacts with representatives of credit card authorization centers and banks, as appropriate.
16. Participates in testing ERP system accounts receivable and student accounts receivable modules for periodic upgrades and patches, as needed.
17. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
18. Performs related duties that support the overall objective of the position.

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 and banking procedures.
- Principles and practices of financial record keeping.
- Student registration and enrollment fee processes.
- Laws, regulations, policies, and procedures that govern the handling of money and student information, including the Family Educational Rights and Privacy Act (FERPA).
- Basic mathematical principles.
- English usage, spelling, grammar, punctuation, and vocabulary.

Ability to:

- Receive monies and make change accurately.
- Operate a calculator and cash register with speed and accuracy.
- Make arithmetic calculations and comparisons quickly and accurately.
- Plan and organize work to meet changing priorities and deadlines.
- Maintain accurate filing systems.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Banner Enterprise Resource Planning (ERP) system.
- Maintain confidentiality of information.

- Follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently or collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to the completion of the twelfth grade or General Educational Development (GED).

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, 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.

Board Approved: July 15, 2025