

**Job Classification:** Non-Exempt, Full-Time Staff

**Work Schedule:** Monday-Friday, 8:00-5:00; occasional evenings/weekends as needed.

**Compensation:** Pay Grade Level 7; \$14.36 - \$21.55 per hour

**Reporting Relationship:** Chief Financial Officer (CFO)

**PRIMARY ACCOUNTABILITIES:**

The Student Account Specialist processes financial transactions for student accounts and deposits for college departments. The Specialist assists the CFO in the transaction process, report generation, and accounting procedures related to the management of student accounts.

**PRINCIPLE RESPONSIBILITIES**

- Process customer payments.
- Assist students with account transactions and past due balances.
- Works with students to establish payment plans.
- Assists CFO in generation of tuition and fee charges to student accounts.
- Generates and distributes student statements on a recurring basis.
- Assists with maintaining military education benefits records.
- Assists active and/or prospective students with financial aid questions and processes.
- Monitors accounts receivable balances monthly.
- Manages collection activities, including in-house recordkeeping for third party agencies.
- Verifies and reconciles daily receipts for accuracy.
- Ensures that student account information and reporting is accurate, complete, and consistent.
- Reviews, analyzes and updates the student refund report as needed.
- Assists with reconciling outside agency and scholarship accounts.
- Prepares invoices as required.
- Conducts presentations at program orientations as required.
- Assists with college events.
- Collaborates with the Business Office and/or the Office of Financial Aid on student concerns and works towards resolution.
- Assists Business Office with 1098-T processing.
- Performs other duties as assigned by the CFO/Administration.

**PRIMARY SKILLS/QUALIFICATIONS:**

- Associate Degree in Business, Accounting or related field, preferred.
- A minimum of one (1) year related experience preferred.
- Ability to work in a fast-paced environment.
- Ability to meet strict deadlines.
- Demonstrated customer service experience.
- Strong attention to detail and well-developed analytical skills to assist with account reconciliation and other accounting tasks.
- Willingness to make decisions as necessary and appropriate in accordance with established policies and procedures.
- Ability to work independently, as well as in a team environment.

- Strong computer and word processing skills, in particular experience with database systems and computer applications, specifically Microsoft Office.
- Strong interpersonal verbal and written communication skills, including public speaking and ability to present the college in a positive way.
- Ability to work with individuals from diverse backgrounds.
- Ability to organize, multi-task, plan and set priorities with minimal supervision.
- Demonstrated poise, tact and diplomacy with the ability to handle sensitive and confidential information and situations.
- Ability to define problems, collect data, establish facts and draw conclusions.

**PHYSICAL DEMANDS:**

- Ability to sit for extended periods.
- Ability to read computer screens and mail, email, talk on the phone.
- Ability to lift and move supplies up to twenty-five (25) lbs.

**WORK ENVIRONMENT:**

- Professional and deadline-oriented environment in an educational setting.
- Regular interaction with students, staff, and guests.

**NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS**

1. This position description is not designed to cover or contain a comprehensive list of all duties and results to be performed in this position. Duties and Performance standards may be added, subtracted, and/or changed by your supervisor at any time due to changes in department or institution requirements.
2. Unless exempt due to employment contract signed by the President, all employees of Manhattan Tech are to be considered as an “at-will” employee.
3. All employees of Manhattan Tech are considered “responsible employees” pertaining to Title IX regulations concerning both prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about sexual assault or harassment situation.
4. Manhattan Tech is an equal opportunity employer and complies with EEOC and ADA employment requirements. Manhattan Tech grants equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion or veteran status.
5. All ‘offers of employment’ are subject to criminal background check prior to employment.