

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Student Account Specialist

BASIC FUNCTION: Under supervision of the area Manager, takes the lead role in maintaining student accounts with regard to assessing registration related fees, producing student billing, and processing student refunds; performs clerical and customer services tasks related to student admissions, and registration and student academic and financial records.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Audits and researches student account history for discrepancies; corrects records, forwards for collections, writes off fees per approval of Business Services and processes any refunds due to students, using computer generated reports against computer records, and deadline dates. Records information and changes and reports updates to Auxiliary Business Services, who reports them to Business Services.
2. Runs computer reports; reviews reports against accounts for accuracy, making corrections if necessary and coordinates with other departments for processing.
3. Provides information and technical assistance to students over the phone and in person.
4. Initiates requests for manual credit card refunds and check refunds, providing documentation for the requests.
5. Performs front counter registration; accepts and processes applications; receives student fees; accepts and distributes transcripts.
6. Checks student records and initiates collection reports of outstanding fees; sends pre-collection letters to students; forwards collection reports to Auxiliary Business Services.
7. Initiates District third-party billings for student fees to internal and external agencies; such as U.S. Military, Academy of Justice, Calworks Programs, UCR, EDD, etc.
8. Develops and maintains, documented procedures regarding billing of student registration charges, automated and manual student refunds and all student-related fees, reports and information.
9. Coordinates and communicates with sponsored account agencies in regards to starting, maintaining and making changes for sponsored accounts billings; filling out forms for billing and the signing of EDD forms for students.
10. Opens up the Admissions Office-safes, Tiger phones, and assigning and reconciling cash bags, parking permits and turning on computers.
11. Liaison to Student Financial Services for deferments, scholarships, Pell Grants, loans and BOGW refunds
12. Communicates with other colleges about Student Account-related topics for information to help maintain and improve the student account processes.
13. Performs a variety of clerical responsibilities, including maintaining student account records; develops student account forms and letters; processes student residency requests, and places and releases student holds.
14. Participates in District-provided in-service training programs.
15. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
16. Performs other duties, related to the position, as assigned.

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EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: Two years of closely related clerical work are required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Excellent customer service skills; principles and procedures relating to information processing, recordkeeping, cashiering, billings, adjustments, reporting; procedures and techniques of data entry and retrieval; personal computers; common software applications; modern office methods, procedure and equipment.

ABILITY TO: Maintain effective working relationships with other staff, faculty, and public.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other internal departmental personnel, outside districts and agencies, students, and hourly and student workers.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.