Senior Student Accounts Assistant (OS) – Grade 11

The Student Accounts Office has an immediate opening for a Senior Student Accounts Assistant. This position reports to the college Bursar and is responsible for assisting in the administration of all functions related to student accounts receivable, from payment posting to account collection activities. The position will act as the point of contact for students to discuss account inquiries and payment options.

RESPONSIBILITIES:

The following responsibilities are general duties that a particular employee in this position may or may not be required to perform. The actual duties required of this position will vary.

- Process daily cashiering of accounts receivables including electronic payments. Prepare bank deposits.
- Analyze and interpret the Student Information System in order to help students understand account status.
- Respond to student and staff inquiries regarding student account status in an exceptional customer friendly and timely manner.
- Support the Cancellation for Non-Payment process by posting payments, financial aid, third party and other pending payments to accounts. Run processes such as automated emails and phone calls to students who have not paid prior to the term start. Monitor and update accounts as appropriate based on payment status.
- Manage and lead the accounts receivable past due and collection process. Conduct pre-collection analysis and contacts with students. Provide payment counseling and problem resolution.
- Minimize the College’s bad debt by using appropriate reports and other tools to monitor and improve collection efforts.
- Maintain relationships with third party collection agencies.
- Assist with billing and other printed communications to students.
- Create and submit third party invoices and releasing of payment credits.
- Collaboration with other departments within the college to ensure institution-wide teamwork.
- Thoroughly understand and comply with various complex federal, state, local governmental mandates as well as College policy requirements.
- Manage departmental supplies and stationary needs.
- Participate in testing of upgrades for all mainframe and third party systems.
- Performs other job-related duties as assigned.
Minimum qualifications:

- High school graduation and 5 years of related experience involving cashiering, past due/collections processing or Associate's Degree in Business or Accounting and 3 years of related experience, or combination of higher education and related experience equal to 5 years.
- Proficient use of the MS Office Suite of tools
- Detail-oriented, self-starter, highly motivated and problem-solving skills
- Ability to manage multiple projects concurrently, project/time management and follow through skills
- Excellent interpersonal and communication skills, both oral and written
- Work collaboratively and independently in a rapidly changing environment
- Exceptional customer service skills providing the ability to establish and maintain effective working relationships with faculty, staff, students and the general public.
- Experience within higher education is a plus

Starting hourly rate is a minimum of $16.64 per hour

Interested candidates should electronically submit a letter of interest, resume and three references to GSC.HR.StudentAccounts@granite.edu.

Review of Applicants will begin immediately.

GSC is an affirmative action, equal opportunity employer. Women, minorities, persons with disabilities, and Vietnam-era and disabled veterans are encouraged to apply.

No phone calls, please.