

Job Description

JOB TITLE: Accounting/Billing Specialist - Global

DEPARTMENT: Business Office

REPORTS TO: Assistant Vice President and Controller

EMPLOYEE TYPE: Full-Time **FLSA STATUS:** Exempt **DATE PREPARED:** 11/10/21

OVERVIEW OF POSITION: Reports to the Assistant Vice President and Controller and assists with student financial services, billing and receivables, and cashiering functions of The King's College Online.

Maintains current knowledge and understanding of financial management and fiscal policies related to students. Maintains high quality customer service to external and internal customers, clients, and agencies. Accounting and Billing Specialist will work directly with the Director and Manager of Financial Aid Global, Assistant Vice President and Controller, and Bursar.

Under limited supervision, Accounting and Billing Specialist will process according to all Department of Education, federal, state, and company policies and procedures.

RESPONSIBILITIES:

- Work closely with the Financial Aid, Registrar, Admissions, Student Service Manager, Bursar and Academics offices to coordinate proper registration, billing, and student service-related issues.
- Process bills, collections, and refunds for students and external agencies and third-party payers
- Maintain the student information system (CAMS) as it pertains to student accounts
- Maintain the external SAC and ebilling system and ensure CAMS and the SAC are in sync, including necessary uploading and downloading of data between systems in coordination with the Bursar
- Provide cashiering services, process data entry batches for student ledgers
- Administer the external tuition payment plan (Nelnet)
- Process the due diligence of outstanding student receivables
- Place holds on student accounts, review requests for penalty charge waivers
- Prepare tuition deposits for delivery to the bank, including detailed CAMS reports listing student credits to their accounts
- Coordinate with the Bursar to complete annual 1098T filings
- Assist in maintaining the accuracy of billing tables to accurately assess students' tuition and fees each academic term
- Communicate any operational processes in students' accounts for efficiency and accuracy and recommend improvements, as necessary, to workflow and service to students
- Assist with year-end audit and perform other duties as assigned

Leadership and Support:

- Maintain high level quality and accuracy
- Maintain high level production
- Maintain high level communication

ESSENTIAL SKILLS AND EXPERIENCE:

- Strong customer service skills
- Knowledge of billing and collections systems
- Ability to prepare 1098T filings
- Ability to successfully work with a diverse team in a fast- paced environment
- Familiarity with Federal Financial Aid policies and procedures
- Understanding of FERPA
- Ability to manage multiple projects and contribute to a team environment
- Experience working with an integrated accounting system along as well as database, internet, spreadsheet, and word processing software

Education and Experience:

- Degree preferred but not required
- 1-3 Years accounting, billing, and student account service experience
- 1-3 years of financial aid experience preferred

Skills and Abilities:

- Attention to detail
- Quality focused performance
- Comfortable in a production-based environment
- Excellent written communication skills
- Ability to effectively communicate and interact with all individuals with integrity, empathy, and sincerity
- Solid working knowledge of MS Office including Word, Excel, Outlook, and ability to troubleshoot minor computer problems
- Excellent organizational skills with ability to multi-task
- Ability to work independently with minimum supervision
- Good judgment and ability to prioritize assignments
- Ability to work under pressure and maintain a calm focus during hectic periods
- Ability to exhibit a professional attitude and image with a commitment to quality service
- Team player

PHYSICAL DEMANDS AND WORK ENVIRONMENT: General office environment; normal mental concentration.

EQUAL EMPLOYMENT OPPORUNITY: As a religious and educational corporation, the institution does not unlawfully discriminate in its educational and employment policies against any person on the basis of sex, race, color, age, disability, or national or ethnic origin.

GENERAL SIGN-OFF: This employee is expected to adhere to all College policies. I have read and understood this explanation and job description.

SIGNATURE: _____ **DATE:** _____