



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Billing & Collections Coordinator
POSITION NO.	502902
LOCATION	Knight
REPORTS TO	Assistant Bursar
GRADE	PSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
LIMITATION (if applicable)	
REVISION DATE	January 2022

JOB SUMMARY:

The Bursar Office is responsible for the billing and collection of tuition and fees; billing students and 3rd party payers, the maintenance of payment plans and processing of refunds. We also produce year-end tax form 1098T.

This position will assist with 3rd party billing, be responsible for the reconciliation of various accounts receivable accounts to the general ledger and process different types of tuition waivers. This position will also assist in maintaining the content of the Bursar website.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.

Teamwork/Collaboration:

- Assist with 3rd party billing to outside agencies and participate in the development of an automated 3rd party invoice.
- Organize and perform the billing, collection, deposit, disbursement and record maintenance of tuition and fees and other College and student related funds. Analyze student accounts and resolve pay and apply issues.
- Collect and post payments to the automated student information system
- Carryout daily cashiering functions including reconciliation and reporting in accordance with policies and procedures. Prepare daily journal entries and monthly reports required to ensure accurate reconciliation of the College's bank accounts.

Technical Knowledge:

- Monitor the Bursar Waivers email accounts and process various tuition waivers
- Serve as back up for maintaining up to date information on the Bursar website
- Assist in the development and implementation of various new systems or processes

Analytical Ability:

- Participate in the reconciliation of Bursar Office records to those of the Accounting Office to ensure complete agreement of billing, receipts, disbursements and outstanding accounts receivable records.
- Reconcile and correct the Unapplied Cash account
- Reconcile AR detail to general ledger for various accounts receivable accounts
- Develop and/or analyze statistical and other reports as needed

Customer Service:

- Maintain a positive working relationship with internal and external contacts
- Contact students or other customers regarding balances owed (current & prior)

Departmental Support:

- Assist with the daily Bursar Office duties as needed; including assisting students, collecting payments, monitoring the texting software and participating in the phone-a-thon.
- Review payment processing as well as other Bursar Office activities regarding receivables to assist with the development of improved procedures and methods.
- Other duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Associate's degree in related field required, including or supplemented by courses in Accounting.
- At least 2 years of cash handling.
- Working knowledge of word processing and spreadsheets essential.
- Strong oral and written communication skills required.
- Able to maintain a professional demeanor at all times, especially dealing with sometimes difficult people.
- Must be detail oriented and self-starting with the ability to make sound judgements in a variety of situations.

PREFERRED QUALIFICATIONS:

- Prior billing and collections experience preferred.
- Working knowledge of Banner and Argos preferred.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.