POSITION DESCRIPTION

POSITION*: Billing & Collections Coordinator

LOCATION: Primarily at the Newport Campus; campus assignment may vary as needed.

REPORTS TO: Bursar

GRADE: CCRIPSA 10

WORK SCHEDULE: Non Standard, 35 hours per week; some evening and weekend work will be required.

SUPERVISES: May supervise fiscal, clerical and student staff.

BASIC FUNCTION: To be responsible for all facets of the day-to-day operation of the Bursar’s Office at the Newport Campus or other designated site including the efficient and effective organization and processing of billing, collection, deposit and record maintenance of student and other related accounts. To assist in the development and implementation of new systems and procedures; to be responsible for the implementation of collection procedures and policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for all facets of the day-to-day operation of the Bursar’s Office at the Newport Campus or other designated site to include, but not limited to, opening and closing the office daily, securing all office contents, training and supervising permanent and/or temporary staff, coordinating other student related operations at the Newport Campus and other locations as designated.

Oversee and maintain the College’s payment plan system. Manually create payment plans approved by the College, enter new and maintain existing codes, answer all payment plan inquires. Act as help-desk coordinator for the payment system troubleshooting issues and communicating with IT and the vendor as necessary. Test and implement system updates. Create special payment plans as necessary.

Collect and post payments to the automated student information system.

Assist in the development and implementation of various new systems or processes.

Process applications for participation in the College's deferred payment plan.

Design and implement collection procedures and policies, to include, but not limited to, skip tracing procedures, mail collection formats for initial notification and reminders, and assessment and charge of late fees.
Contact students or other customers regarding past due obligations.

Process and document the Bursar’s portion of various tuition adjustments approved by the Dean of Students Office including, but not limited to: Tuition Appeals Committee applications, Second Chance Program applications, and General Withdrawals. Remove and adjust holds as appropriate. Place memos on student records for past due balances.

Organize and perform the billing, collection, deposit, disbursement and record maintenance of tuition and fees and other College and student related funds for the Newport Campus or other designated site.

Perform the monetary aspects of in-person registration and adjustment period at the Newport Campus or other designated site.

Participate in the maintenance of accurate financial records; participate in the reconciliation of Bursar’s Office records with those of the Accounting Office to ensure complete agreement of billing, receipts, disbursements and outstanding receivable records.

Carryout daily cashiering functions including reconciliation and reporting in accordance with procedures and policies coordinated with the other Bursar sites.

Maintain positive working relationships with internal and external contacts.

Together with the Bursar, refer unsuccessful collection problems to the College's collection agency and coordinate related activities between the agency and the College.

Develop and/or analyze statistical and other reports as needed.

Review payment processing as well as other Bursar’s Office activities regarding receivables to assist with development of improved procedures and methods.

**LICENSES, TOOLS AND EQUIPMENT:**
Personal and mainframe computer, telephone, calculator, copy machines, fax machines. Must have access to and use of own transportation.

**ENVIRONMENTAL CONDITIONS:**
This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**
Associate’s degree in related field required including or supplemented by courses in accounting. At least 2 years of cash handling as well as at least 2 years of credit and collection experience required. Working knowledge of word processing and spreadsheets essential. Strong oral and written communications skills required. Ability to be assertive but not threatening. 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 judgments in a variety of situations.
CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.