

# STUDENT ACCOUNTS COORDINATOR Tompkins County

**Classification:** Competitive

**Labor Grade:** 10

**Approved:** 0

## **MINIMUM QUALIFICATIONS: EITHER:**

(a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position; **OR**

(b) Graduation from a regionally accredited or New York State registered two year college with an associate's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position; **OR**

(d) Any equivalent of training and experience as defined by the limits of (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

## **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for overseeing and coordinating all student account activities of the Tompkins-Cortland Community College. Duties include, but are not limited to: monitoring the accuracy of student bills; routine preparation of bills to students; monitoring of financial aid deferrals and delinquent accounts; assisting students with complex questions and requests for special consideration; training and coordinating support staff assigned to student billing functions; and preparation of materials and publications for the purpose of communicating student billing policy and procedure. Work is performed in accordance with policies and objectives determined by the Comptroller with wide leeway allowed for the exercise of independent judgment in applying policy to specific areas. Supervision is exercised over clerical staff and student assistants. Does related work as required.

## **TYPICAL WORK ACTIVITIES:**

- Assists in the formulation of policy and procedure related to student billing;
- Plans, directs, and coordinates student account activities, which requires routine communication and interaction with the Student Service Center, Financial Aid Office, and Business Office staff;
- Maintains contacts with College departments and personnel in areas of student information and student accounts;
- Serves on College committees and working groups, and attends a variety of meetings as they relate to student information and student accounts;
- Performs routine verification of data entry and monitors the accuracy of student accounts;
- Coordinates billing and collection for student housing program;
- Coordinates and administers financial aid deferrals for tuition and book charges;
- Coordinates the "de-scheduling" of students for nonpayment/nonattendance;
- Performs routine analysis of student billing workflow to continually improve services to students.

## **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of all applicable laws, regulations, guidelines, and policies with regard to student accounts;

- Thorough knowledge of office terminology, procedures, and equipment;
- Thorough knowledge of business arithmetic and English;
- Good knowledge of the organization, functions, policies and regulations of the Community College;
- Ability to work effectively with multiple complex administrative software programs;
- Ability to handle routine administrative details independently;
- Ability to plan, assign, and review the work of others;
- Ability to train and supervise student assistants;
- Ability to understand and carry out complex oral and written instructions;
- Ability to compose letters, memoranda and reports;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment in solving complex clerical and administrative problems;
- Tact and courtesy are required;
- Physical condition commensurate with the demands of the position.