NEW MEXICO HIGHLANDS UNIVERSITY
Job Description

Position Title: Student Accounts Receivable Specialist/Cashier  Salary Grade: 12
Department: Business Office
Job Type: Regular- full time
Reports To: Student Accounts Receivable Manager  FLSA: Non-Exempt

SUMMARY: The SAR Specialist performs all aspects of collections on accounts receivable, confers with students regarding their accounts, resolves account problems, posts payments, processes reimbursements, adjustments, assists in maintaining ledgers and other account actions.

DUTIES & RESPONSIBILITIES:

- Contact and confer with students regarding payment of their student accounts. Provides customer-oriented interaction while working out payment arrangements with Students. Payment arrangements may also include setting up payroll deductions with students and staff;
- Prepare third-party billing, exemptions and processes reimbursements including direct deposit when there is a credit balance on the student account; enter information in resources; research; post payments, to include wire transfers and reconcile third party billing;
- Mail reimbursements following established procedures;
- Review and research A/R balances; correct, reconcile, apply adjustments to student accounts, note account, and place holds on student accounts;
- Assist with preparation and distribution of IRS Forms 1098T, monthly statements and past due notices to students and third party agencies. Answer questions regarding information provided on the form 1098T;
- Provide delinquent account information to NMEAF and posts NMEAF payments to student accounts. Reconciles NMEAF report to SAR ledgers;
- Process NSF checks or stop payment checks; composes related correspondence;
- Reconcile student petty cash to the General Ledger on a monthly basis;
- Receives and receipts cash items, third party payments and departmental receipts and reconciles payments to ledgers on a daily basis;
- Ensure strict confidentiality of financial records;
- Assist in all cashiering functions, including daily bank deposits, and processing of daily reports;
- Provide customer-services oriented interaction in all telephone and e-mail responses;
- Assist in maintaining and updating Banner system;
- Participate in regular meetings and attend trainings as necessary;
- Provide assistance to faculty and staff at outreach sites;
- Research on-line payments through Sallie Mae;
- Participate in student Orientations;
- Process paper documents utilizing the imaging and electronic document management system;
- Perform miscellaneous job-related duties as assigned;
- Maintain regular attendance.

MINIMUM JOB REQUIREMENTS:

- **EDUCATION:** High School diploma or GED
- **EXPERIENCE:** One (1) year experience directly related to the duties and responsibilities
  - **PREFERRED:** Knowledge of Ellucian Banner and experience working in a Business Office setting in an institution of higher education.
SPECIAL REQUIREMENTS:
- Must be willing to work weekends, evenings, and odd hours as required;
- Must be flexible with lunch hour.

KNOWLEDGE, SKILLS, and ABILITIES:
- Ability to communicate effectively, both orally and in writing;
- Knowledge of all Banner modules that apply to the Business Office;
- Ability to present oneself with a professional presence and demeanor;
- Ability to maintain confidential information and inquiries with discretion;
- Ability to maintain exceptional customer service and people skills;
- Ability to establish and maintain effective working relationships with faculty, students and staff;
- Ability to solve problems by showing effective people skills;
- Ability to work in high stress, high traffic possibly noisy area;
- Knowledge of excel, access and outlook.

PHYSICAL DEMANDS:
- Repetitive hand motions and prolonged use of computer;
- Must occasionally lift and/or move up to fifty (50) pounds;
- Sitting for extended periods of time;
- Kneel, bend, reach and stoop.

WORK ENVIRONMENT:
- Work is performed in a typical interior/office work environment.
- Work with frequent interruptions.