

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 Mo.	<b>Title</b> CASHIER/ACCOUNTS RECEIVABLE SPECIALIST
<b>Revised:</b> 11/06/2018	<b>Department</b> CASHIER'S OFFICE
<b>Level:</b> Staff, Range 4	<b>IPEDS</b> CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b> ACCOUNTS RECEIVABLE MANAGER

**POSITION SUMMARY**

Responsible for processing and receiving funds, maintaining student accounts, generating student account statements and third-party billing, providing customer service to Cashier's Office customers, and assisting with other Business Office functions as assigned.

**MAJOR FUNCTIONS**

1. Greet visitors to the office providing assistance as requested such as taking payments, reviewing accounts, issuing receipts, etc.
2. Answer telephone in courteous and professional manner; make business calls as required/requested.
3. Balance daily receipts, make deposits and run receipt reports.
4. Assist with managing student accounts, assessing appropriate fees, payments, and providing balance information.
5. File documents and maintain filing systems.
6. Prepare and send bills for student accounts to governmental and private funding agencies.
7. Assist with processing unpaid student accounts for collection procedures.
8. Assist with responding to inquiries made in person and on the telephone regarding accounts receivable or student accounts and resolving issues.
9. Maintain records of mileage and postage due for the college, and calculate charges for end of month billing with the Controller's Office.
10. Provide and receive cross-training with the Accounts Receivable Associate and Accounts Receivable Manager.
11. Perform other such related duties as required/requested.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. Associate's degree or two (2) years directly related full-time work experience required.
2. Knowledge of general accounting practices, office procedures and office filing systems.
3. Knowledge of professional telephone procedures.
4. Ability to work accurately and efficiently.
5. Ability to perform multiple tasks and remain calm during frequent interruptions.
6. Ability to establish and maintain cooperative working relationships with other employees, students and the general public.
7. Ability to handle confidential information judiciously (learn and abide by FERPA regulations).

**EQUIPMENT/INFO TECH ABILITIES**

1. Ability to operate a personal computer using the Windows environment.
2. Ability to understand operating a personal computer within the Crowder College Network environment.

3. Ability to use E-mail.
4. Ability to perform Jenzabar accounting, posting, and data entry functions.
5. Ability to perform basic word processing using MS Word.
6. Ability to perform basic spreadsheet functions using MS Excel.
7. Ability to use desktop calculator accurately.

<b>POSITIONS SUPERVISED</b>
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None.

<b>WORKING CONDITIONS</b>
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1. Indoors in normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Responsibilities may require an adjustment of working hours occasionally which may include overtime, evening and/or weekend work depending upon the job assignment and time of year.
3. Access information using video display terminal.
4. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
5. A neat appearance and appropriate businesslike apparel are required.

<b>PHYSICAL DEMANDS</b>
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1. Sedentary work involving sitting most of the time, but will involve mobility within the office and campus.
2. May sit in workstation up to four (4) hours at a time.
3. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear. Specific vision abilities required by this job include close vision.
4. Light to moderate lifting (5 – 30 pounds) required periodically.

<b>CREATIVE AND ANALYTICAL SKILLS</b>
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1. Apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form.
2. Ability to devise or modify methods or processes to solve specific problems.
3. Ability to understand basic math and accounting practices to verify accuracy of and make corrections to accounts if necessary.

<b>LANGUAGE/COMMUNICATIONS SKILLS</b>
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1. Effective communication skills, including ability to obtain and provide information verbally.
2. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
3. Ability to read English in order to proofread and perform grammatical and spelling edits at a level normally acquired through a high school education.