



Specialist, Student Accounts

Job Order 601867
July 12, 2018

Department: Enrollment Services
FLSA Status: Non-Exempt
Union Code: ESS
Salary Grade: C

Reports To: Manager, Student Finance
Amount of Travel Required: No travel required
Positions Supervised: None

LOCATION: Green Bay

STANDARD HOURS: 37.5 hours per week. Typical hours Monday – Friday from 8:00 a.m. – 4:00 p.m. with one day during the week for evening coverage. Saturday coverage based on college hours during high peak times.

MINIMUM STARTING WAGE*: \$20.75/hour

**Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

Required online application available on website: www.nwtc.edu/jobs

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.

POSITION SUMMARY

Provide customer service to students, staff, third party organizations, and general public regarding financial accounts. Schedule, coordinate, and process Student Finance functions, including billing, payment plan, third party funding, refunds, and aging accounts to ensure accuracy, timeliness, and compliance to Federal and State regulations. Develop outreach methods, communications, and payment options to minimize aging accounts and ensure the success of students. Research, analyze, and problem solve complex account issues and reconciliation related to students and third party organizations.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

Essential Functions Statement(s)

- Assist with the overall operations of student financial services, billing and receivable, and all activities associated with student and external organizational financial accounts.
- Provide excellent customer service to students, staff, external organizations, and the general public regarding Student Financial Services.
- Schedule, coordinate, and process all Student Finance-related functions, including billing, payment processing, payment plan, third party funding, refunds, 1098T tuition statements, aging of accounts, etc.
- Collaborate, coordinate, and communicate with departments within the college to ensure in constant sharing of information and quality of service for our students and customers.

- Facilitate student success by providing students with payment options and helping students attain successful completion of financial obligation to the college.
- Ensure compliance in accordance with federal state regulations and college policies along with standard accounting and financial procedures.
- Review, research, and reconcile student and external organizational accounts to ensure accuracy, timeliness, and completeness.
- Responsible to generate, process, and upload files in different systems and software.
- Perform a variety of tasks that apply charges and credits to the student and external organization financial accounts at the college.
- Cross-train and back up in other areas of Enrollment Services.
- Complete special projects and complete assign tasks as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Values - Demonstrate behaviors and action that support the College’s values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Self Motivated - Ability to be internally inspired to perform a task to the best of one’s ability using his or her own drive or initiative.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Problem Solving – Ability to find a solution for or to deal proactively with work related problems.

SKILLS & ABILITIES

Education: Minimum of Associate's Degree in Finance, Credit, Accounting or related area.

Experience: Minimum of one year of related experience.

***An equivalent combination of education and work experience may be considered.*

Computer Skills

Microsoft Office Suite, preferably in Microsoft Excel, OneNote, Instant Messaging, electronic calendar system, and database management system (PeopleSoft preferred)

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	C (Consistently)	21-50 lbs	N (Not Applicable)
Handling / Fingering	C (Consistently)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)

Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.