

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**Title: STUDENT ACCOUNTS SPECIALIST**

**Reports To:** Designated Supervisor

**UW Job Code:** 4203

**UW Job Family:** 42 - Senior Secretarial/Clerical

**SOC Code:** 43-3011

**FLSA:** Non-exempt

**Pay Grade:** 19

**Date:** 12-6-13 (revised 6-20-19; 1-18-22)

### **JOB PURPOSE:**

Perform accounts receivable and collections activities for University accounts. Trace, locate and contact individuals to collect overdue monies.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide detailed Student Information System account analysis and effectively communicate results to customers in person, by email and over the phone regarding a variety of issues in compliance with UW FERPA regulations. Interpret policy, procedures, regulations, and laws: University, State, and Federal and provide interpretations to these to customers such as students, parents, and other departments and administrators.
- Analyze past due accounts and assist with the internal collection processes. Locate and attempt to collect monies due from students or make other payment arrangements.
- Document collections activities such as emails, letters, phone calls and other correspondence related to collections.
- Coordinate with departments across campus to post departmental charges, holds, etc.
- Authorize or reject expenditure/disbursement of departmental funds in accordance with applicable statutes, policies and budgetary limitations, as directed; research complex data, analyze situation and recommend alternative solutions.
- Responsible for several accounting and financial functions of Accounts Receivable including reports and processes regarding electronic refunds, all school withdrawals, tuition waivers and holds.
- Responsible for tracking uncashed credit balance refund checks including notification to students every month. Request stop payments after uncashed check policy stale date.
- Coordinate communication, including targeted announcements, posters, postcards, and emails for students, parents, and departments regarding important dates, policies and procedures for Accounts Receivable and the Student Financial Services (SFS) office. Answer SFS emails in a timely manner.

- Process and investigate all no address/bad address issues. Update student demographic information based on information provided by outside agencies and contacts.

### **SUPPLEMENTAL FUNCTIONS:**

- May perform basic to moderately advanced accounting activities such as reconciliation, p-card balancing, purchase and payment processing, and other data entry duties.
- May assist with the development, implementation, evaluation and/or revision of policies and procedures for designated areas.
- Maintain filing system for records; review and analyze financial data relative to department, including imaging of documents for record retention purposes.
- Coordinate activities with other departments.

### **COMPETENCIES:**

- Ability to Learn
- Analysis/Problem Identification
- Collaboration
- Consistency
- Integrity
- Service Orientation

### **MINIMUM QUALIFICATIONS:**

Education: **Associate's degree in accounting or related field**

Experience: **3 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Budget and fiscal management principles, calculations, and procedures.
- Records maintenance and management.
- Communication methods and techniques.
- Customer service standards and procedures.
- University accounting procedures and/or budget process.
- Basic and routine accounting practices and procedures.
- Basic and routine business and financial theory and methods.
- Basic and routine finance, accounting, budgeting and cost control methods.
- Financial reporting techniques.
- Basic and routine computer applications and computerized accounting systems.
- Advanced mathematical calculations.
- Cash handling policies and procedures.
- University accounting policies and procedures.

- Federal and state financial regulations.

Skills and Abilities to:

- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Communicate effectively, both orally and in writing.
- Maintain confidentiality.
- Resolve customer complaints and concerns.
- Set up and maintain accurate financial records, accounts, and ledgers.
- Balance accounts and meet deadlines.
- Effective clear and concise communication, both orally and in writing.
- Perform advanced mathematical calculations.
- Use and maintain an automated accounting system.
- Identify, analyze and resolve accounting problems through the appropriate channels.
- Prepare accurate financial reports, financial statements and/or projections.
- Plan and prepare budget and manage fiscal accounts/records.
- Provide effective supervision including training and may evaluate work performance.
- Use computer applications to create memos, reports, charts and/or graphs.
- Work as a team member and foster a cooperative work environment.

**WORKING CONDITIONS:**

No major sources of discomfort, standard office environment; regular exposure to video terminal displays.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.