POSITION DESCRIPTION
Financial Specialist Senior

Position Summary:

This position primarily maintains account receivables for the university using PeopleSoft Student Financials. This position requires knowledge of state and federal rules and regulations for a variety of financial transactions. Duties include maintaining and reconciling student accounts, verifying daily deposits, performing adjusting entries, processing student refunds, and collections. Other duties include acting as the primary backup to the Financial Specialist processing financial aid, running reconciliation reports, performing all end of day balancing functions, and preparing the daily deposit. This position reports under general supervision of the Bursar.

Duties and Responsibilities:

Maintain student accounts

- Maintain student account records in accordance with institutional and UW System policies and procedures.
- Audit and adjust detail accounts receivable accounts for consistency, completeness and accuracy of charges, payments, waivers, balance, classification, residency, SID number, name, address, and credit load.
- Work with campus departments, verifying the status and accuracy of student accounts.
- Assign waivers based on eligibility requirements.
- Invoice and apply third party payments and adjust accounts following payment priority.
- Maintain accounts receivable documentation supporting adjustments, waivers, refunds.
- Respond to inquiries regarding account adjustments explaining all actions and resolving questions and concerns.

Accounts receivable and department refunds

- Analyze accounts receivable and credit balances to determine eligibility for refunds.
- Process refunds making adjusting entries to student accounts.
- Review departmental requests for revenue refunds including preparation of documentation, final audit and distribution to students or other payees.
- Review and coordinate with the Financial Aid Office accounts receivable refunds involving financial aid funds.
- Resolve discrepancies to student accounts and other accounting input by contacting students and campus departments.

Receive, deposit and reconcile daily cash transactions to the student’s accounts

- Verify the coding accuracy, legality, and propriety of transactions.
• Receive and record campus cash payments of student tuition and fees.
• Process deposits of revenue and reduction of expense for state and federal custodial accounts and auxiliary operations.
• Reconcile daily business; prepare bank deposit.
• Train and assist other personnel including limited term employees and student workers.
• Advise and assist students with their accounts receivable status.
• Process incoming mail and handle telephone calls pertaining to department and student accounts.
• Assist the public, students, and staff in a courteous and helpful manner.

Delinquent student account collection
• Bill students for past due accounts.
• Process collection letters and place holds on accounts.
• Monitor and submit delinquent accounts to collection agencies following UW-System policy and federal and state laws.
• Maintain delinquent accounts records.

Other Duties
• Cross-train on the Financial Specialist tasks and provide backup as required.
• Complete mandatory trainings and professional development.
• Other duties as assigned.

Knowledge, Skills, and Abilities:
• Knowledge of database software and applications
• Skill in effective customer service, teamwork, and professionalism
• Knowledge of and experience in processing, reconciling, and depositing daily receipts, vouchers and other financial information
• Ability to manage and coordinate effective use of electronic records
• Ability to develop workflow procedures and quality control measures
• Effective oral and written communications skills
• Ability to prioritize duties to meet deadlines.

Required Qualifications:
• Associate degree in accounting or related field

Preferred Qualifications:
• Customer service experience
• Experience in accounts receivable
• Experience with MS Office
• Experience using PeopleSoft Student Administration software