Job Description

Job Title: Student Accounts and Records Analyst

Department: Office of the Registrar

Job Category/FLSA Status: Student Support/Non-Exempt

Accountability: Registrar and Director, Accounting/Bursar

Authority: N/A

Position Description:
The position is responsible for managing student billing and receivables, ensuring accurate financial statement reporting and proper reconciling with the student information system, Sonis Web. The position will also coordinate for the National Student Clearinghouse reporting including enrollment and degree verifications; providing support services to students, alumni, former students, and faculty, and is responsible for reviewing, examining, and posting student course transfer credit and course equivalency for students admitted into the degree programs at the college.

Major/Essential Functions:
- Performs student account management functions including but not limited to, reconciliation, postings, refunds and billing.
- Responds to student customer support need concerning their student accounts.
- Coordinates services with contracted vendors to support student account payments and payment plans.
- Ensures the accuracy, integrity and security of all information system records.
- Complies with the Family Education Rights and Privacy Act (FERPA) regulations.
- Reviews, examines, and posts student course transfer credit and course equivalency for students admitted into degree programs.
- Completes data entry audit of new and re-admits student records.

Duties/Responsibilities:
- Maintains student accounts function, communicating effectively with other CBS departments and staff.
- Analyzes student account balances and manage receivables and billings activities.
- Manages student accounts receivables and pursue collections on accounts.
- Prepares and processes annual tax transmittals (1098-T).
- Assists with annual external audit.
- Assists other departments with financial issues or transactions.
- Maintains confidentiality in managing and transacting student accounts and satisfies requirements of FERPA (Family Educational Rights and Privacy Act).
- Performs enrollment and degree verifications upon request.
- Manages and processes general petitions and registration data for degree candidates.
- Develops communications materials.
- Creates and maintains a transfer credit evaluation for potential “new” or “re-admit” students.
- Reviews and verifies official transcripts received and ensures the authenticity of documents.
- Assists in front-counter work, answering office telephones, and department email.
- Participates in department meetings and complies with all campus policies and procedures.
- Other duties as assigned.

Qualifications:
Required:
- Associate’s degree or the equivalent and 1-3 years of experience with student accounts processing and customer support.
- Be a committed Christian and in good standing with a local church.
- Be in complete agreement with doctrinal position of the College and able to sign statement without reservation.

Preferred:
- Bachelor’s degree from an accredited institution of higher education, preferably in accounting or finance and 1-3 years of experience in accounting or finance, including student accounts management.
- Prior experience with an accounting system.
- Familiarity with college accounting procedures.
- Bilingual in English and Spanish (speak, read, and write).

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):
- Knowledge of MS Excel, proficiency with database software, e-mail and MS Word and ability to acquire proficiency in advanced features.
- Ability to effectively communicate with a high degree of professionalism and a customer service mindset.
- Ability to analyze circumstances and identify appropriate alternatives.
- Knowledge of academic standards and accreditation requirements.
- Ability to work effectively under pressure and prioritize, organize and handle multiple tasks to meet established deadlines.
- Ability to satisfy requirements of Family Educational Rights and Privacy Act (FERPA).
- Excellent written and verbal communication skills.
- Organizational and interpersonal skills and a commitment to outstanding service in all areas of the college.
- Ability to work cooperatively as a member of a team.
- Strong analytical, research, and problem solving skills and strong attention to detail.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):
- Completion of daily, weekly, and monthly activities in preparation for month-end close.
- Other reports requested by management.

Mobility/Physical Demands:
- Employee must talk and listen via face-to-face contact and telephone.
- Employee is required to sit, reach, and finger dexterity, normal range of sight and hearing.
- Employee may have to lift and/or move up to 10 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.): N/A
- Normal financial and student services office environment.
- Extended evening and weekend work hours to meet service and reporting requirements.

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.
Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God’s chosen individuals. CBS does not discriminate on the basis of race, gender, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.