

STUDENT ACCOUNTS REPRESENTATIVE-MONROE COMMUNITY COLLEGE BILINGUAL

Code No. 4-05-204

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a senior level clerical position involving responsibility for independently performing difficult and complex clerical and account keeping tasks requiring a thorough knowledge of department procedure. Employees are required to translate and interpret conversations, written material and standard forms from English to Spanish and from Spanish to English and converse with Spanish callers or visitors. The employee is responsible for the maintenance and billing of student accounts utilizing an automated account keeping system. The work involves contacting students, parents, and other members of the community regarding past due student accounts, associated payment plans, and inquiries related to external collection action. The employee reports directly to and works under general supervision of a higher level staff person. Directly supervises temporary and student staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed).

Translates and interprets conversations and written material for Spanish speaking visitors or callers;

Analyzes and researches student's financial aid records to determine requirements and ensure appropriate awards;

Acts as liaison between the College and collection agencies;

Interfaces with external collection agencies to collect outstanding accounts and assists Bursar with overall management of student accounts receivables;

Ensures that timely and appropriate follow-up billing takes place on all student accounts;

Represents the Student Services/Administrative Affairs area of the College on various committees and task groups;

Assists the public by answering questions or resolving problems related to billing;

Acts as "solutions specialist" between the Bursar's Office and Financial Aid Office;

Compiles information to produce management reports related to receivables;

Trains new employees in the duties of their positions.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the practices and procedures of maintaining financial accounts and records; fluency in oral and written Spanish; ability to make English-Spanish and Spanish-English oral and written translations; good knowledge of the use

of appropriate computerized systems for financial accounts and records; good knowledge of state and federal financial aid programs and general methods of financing higher education; good knowledge of the Fair Debt Collection Practice Act; good knowledge of standard office procedures; good knowledge of the College's Financial Aid Module of the computerized Student Information System; working knowledge of state and federal audit requirements; skill in simple mathematical functions including percentages; ability to analyze and research complex situations and accounts and compile understandable management reports; ability to operate standard office machines; ability to utilize an automated account keeping system and operate data entry and peripheral equipment; ability to follow through on details; ability to follow complex oral and written directions; ability to plan, assign, and direct the work of others; ability to communicate both orally and in writing in Spanish and English; ability to train others in new methods and practices; ability to deal effectively with the public in problem situations; clerical aptitude; good judgment; initiative; integrity; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Two (2) years of paid full-time or its part-time equivalent work experience in account keeping, bookkeeping, or financial record keeping; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Accounting, Finance, Economics, or Business Administration, plus one (1) year of work experience as described in (A); OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Accounting, Finance, Economics, or Business Administration; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C).

SPECIAL REQUIREMENTS: Depending on position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: January 9, 1999