

POSITION: Assistant Director of Accounts Receivable

STATEMENT OF DUTIES: The Assistant Director of Accounts Receivable is responsible for supporting the Director of Accounts Receivable in managing the Student Financial Services for the college. Under limited supervision, the Assistant Director performs a variety of duties in accordance with standard procedures to support student billing and collection functions, monitoring student accounts receivable balances, and reconciling of delinquent accounts. This position acts as the liaison between Delgado and the Louisiana Office of the Attorney general.

SUPERVISION RECEIVED Reports to the Director of Accounts Receivable

DUTIES AND RESPONSIBILITIES:

- Assists the Director of Accounts Receivable in administering and enforcing collections policies and procedures and identifying, tracking, and pursuing collection efforts on delinquent accounts. Works with the Attorney General's Office in providing documentation for student account disputes and issues.
- Responsible for tracking, posting, and reconciling payments received from outside collection agencies. Verifies payments are posted to correct student and term and payments are applied correctly and reestablishes accounts when payments are received for written off accounts. Updates and documents student account statuses.
- Coordinates, analyzes, and reconciles the High School Dual Enrollment billing which includes: processing tuition exemptions, third-party billing, and scholarship awards. Responsible for pursuing collection and recording payments received.
- Promotes exceptional customer service to students, parents, collection agencies, as well as the College community by providing accurate, timely, and professional responses to all inquiries.
- Assists with the resolution of student account issues not readily resolved by other Student Service staff members.
- Monitors and records student refunds returned from BankMobile and supports the resolution of banking issues related to student refunds and online payments.
- Review and process student account refunds, including Title IV Refunds and refund committee approvals.
- Supports student account billing functions, including administration of third-party contracts and agency billings.
- Generates and analyzes queries and other Banner System Reports.
- Other duties as required by the Director of Accounts Receivable.

QUALIFICATIONS:

- Minimum Education: Bachelor's Degree in Accounting or related business field from an accredited college or university.
- Prefer Qualifications: Experience in Higher Education.
- Minimum Work Experience: At least (3) years' accounting or office experience.
- Preferred Work Experience: Banner ERP system experience.

To apply, go to https://careers.dcc.edu/applicants/jsp/shared/Welcome_css.jsp
(Assistant Director, Accounts Receivable)