



**Marshall B.**  
**KETCHUM UNIVERSITY**

### **Student Accounts Technician (Part-time)**

#### **JOB SUMMARY**

Marshall B. Ketchum University has an opening for a Part-Time Student Accounts Technician in the Student Accounts Office. Duties include but not limited to: cashiering, collection on past due student accounts and performing due diligence in the collection and servicing of institutional loans (Perkins, HPSL, LDS, Kanai, Harris).

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

- Performs cashiering operations, including processing payment transactions involving cash, checks, credit and debit cards; Records, deposits, counts and balances cash payments.
- Provides exceptional customer service to students, prospective students, their families, authorized representatives, administrators, faculty, and staff (in person, phone and electronic communication); and answers student inquiries regarding their financial status
- Demonstrates that students come first by serving them with a sense of urgency.
- Arranges appointments and greets students.
- Collects and composes student debt correspondence for delinquent tuition accounts receivable and loans accounts receivable.
- Contacts borrowers via telephone to attempt debt collection.
- Responds to borrower account disputes.
- Maintains files for promissory notes from borrowers, provides loan disclosure statements, for institutional loan programs (Perkins, HPSL, LDS, Kanai, Harris).
- Gains knowledge on loan counseling and assists with exit interviews for students leaving campus.
- Assists with the organization, storage and retention of student financial records.
- Demonstrates sensitivity to students, their families, and colleagues of varying racial, ethnic, religious, gender, cultural, disability, sexual orientation and socioeconomic backgrounds.
- Provides support and participates in other duties as assigned.

#### **Responsibility for Assets:**

This position impacts the University's fiscal status by ensuring that student accounts transactions are accurate and complete so that all tuition and fee revenues are recognized and realized. The position performs cashiering operations handling significant amounts of cash, and having access to sensitive customer information. The incumbent must maintain a heightened awareness of the risk of fraud and identity theft and take immediate and sustained efforts to minimize the risk.

## **QUALIFICATION REQUIREMENTS**

The requirements below are representative of the knowledge, skill and/or ability required.

### **Knowledge:**

Knowledge of general accounting concepts and principles related to accounts receivable, student loans, and collection techniques, customer service best practices, automated receivable and cashing systems, compliance related reporting and regulations, and Family Education Rights and Privacy Act (FERPA) privacy laws related to confidentiality of student documents.

### **Abilities and Skills:**

Ability to ensure work is done accurately and timely; Ability to communicate financial processes and procedures effectively to various constituents including students, their families, university colleagues and other parties. Ability to maintain personal composure in high stress situations as well as establish and maintain effective working relationships with others. Ability to think critically and logically, demonstrate professional judgement, problem-solve and resolve conflicts. Must be knowledgeable in the creation and management of filing processes. Must be flexible with the ability to handle multiple projects and tasks, while serving the campus community effectively. Ability to work in a team environment and be an active team member. Self-starter with a proven ability to consistently maintain the highest level of discretion, diplomacy, attention to detail, and the ability to preserve confidentiality. Must also communicate professionally and efficiently within a fast-paced environment. Ability to establish and achieve goals, priorities and timelines for self. A history of dependability with the ability to work independently, without direct supervision.

Skilled with common PC software applications including; spreadsheet, word-processing and presentation applications (Excel, Word and PowerPoint) and computerized billing, accounts receivable, and cashing systems. Skilled at solving mathematical equations of average complexity.

## **EDUCATION AND/OR EXPERIENCE**

### **Required:**

Minimum 3 years' experience in Accounts Receivable, Accounting, Student Services, and/or related experience. Experience in payment handling and/or collections with professional customer focus. General knowledge of computer operation systems.

### **Preferred:**

Work experience in a college or university setting; Bachelor's Degree preferred.

## **ABOUT THE ORGANIZATION**

Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and will award a Doctor of Pharmacy (PharmD) degree in the Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

**BENEFITS**

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under *Employment* for more details regarding benefits of working for MBKU ([www.ketchum.edu](http://www.ketchum.edu)).

**HOW TO APPLY**

Interested candidates, please send a cover letter along with your resume to [humanresources@ketchum.edu](mailto:humanresources@ketchum.edu) . Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.