



Marshall B. KETCHUM UNIVERSITY

Part-Time Student Accounts Lead

JOB SUMMARY

The Student Accounts Lead position requires strong initiative and consistently dependable judgement. Processes Federal Direct Loan disbursements, financial aid and other refunds, maintenance and collections of student accounts; and loan servicing and collections of Perkins, HPSSL, LDS, Harris and Kanai loan accounts, in accordance with state and federal laws, rules and regulations, and University policies, procedures, and protocols relating to student accounting. Disseminates information and effectively communicates policies and procedures to students, their families, and colleagues. Works closely with the campus community to ensure seamless customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- For all campus based and institutional loan programs, collect and maintain files for promissory notes from borrowers, provide loan disclosure statements, transmit disbursement data to the University's 3rd party loan servicer, and perform loan entrance and exit counselling.
- Coordinates cashiering operations, e-Deposits and bank deposits.
- Serves as backup for cashiering operations, including processing payment and refund transactions involving cash, checks, credit and debit cards; Records, deposits, counts and balances cash payments.
- Responsible for performing complex systems administration functions. Including creating and maintaining billing rate tables and refund tables for tuition and fees. Prepares and executes test scripts and then evaluates results in relation to system releases and patches; researches system issues and recommends possible resolutions; maintains cashiering items and payment codes.
- Calculates refunds for tuition based on student's withdrawal or change in charges in addition to adjusting student accounts and financial aid, and billing accordingly; Creates promissory note for any remaining balance.
- Analyzes and reviews billing servicer's monthly reports. Tracks and determines the necessary action needed for those accounts (e.g. overpaid accounts, small balance write-offs, collections, bankrupt accounts, paid-in-full letters etc.).
- Prepares/reviews annual and monthly accounts receivable and loan accounts receivable summary reports.
- Compiles data and produces the IRS 1098-T forms (tuition statements).

- Assists with tasks to comply with regulatory procedures and reporting requirements, related to IRS Forms 1099-C, 8300, and 1098T.
- Applies accounting procedures and practices to the analysis of basic accounting problems, analyze and interpret accounting data and apply problem solving techniques in finding solutions to basic accounting problems.
- Prepares miscellaneous journal entries.
- Provides support and participates in other duties as assigned.

Responsibility for Assets

This position impacts the University's fiscal status by ensuring that student account transactions are accurate and complete so that all tuition and fee revenues are recognized and realized. The position has 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

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge:

- Good working knowledge of Student Accounts operations and interrelationships to other Student Services, knowledge of federal regulations governing Title IV funds, as well as knowledge of finance in a higher education environment.
- Knowledge of general accounting concepts and principles related to accounts receivable, student loans, and collection techniques, customer service best practices, automated receivable and cashiering systems, compliance related reporting and regulations, and FERPA privacy laws.

Abilities and Skills:

- Ability to ensure work is done accurately and timely;
- Ability to ensure accuracy by checking work, reconciling form or report to supporting details.
- Ability to communicate financial processes and procedures effectively to a diverse University community 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 cashiering systems.
- Skilled at solving mathematical equations of average complexity.
- Use of desktop computing equipment, photocopier, scanner, printer, cash drawers, safes, shredder, and office phone.

EDUCATION AND EXPERIENCE

- High School Diploma or GED required.
- Bachelor's Degree in Business Administration or related field is preferred.
- At least 3 years of experience in accounts receivable, accounting, student services, or related experience.
- Experience in payment handling and/or collections with professional customer focus is essential.
- Intermediate Excel experience is preferred.
- General knowledge of computer operation systems.

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 awarded the first Doctor of Pharmacy (PharmD) degree in 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 dental, life insurance, free vision exams, 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).

HOW TO APPLY

Interested candidates, please send a cover letter along with your resume and salary requirements to 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.