### CSUB JOB ANNOUNCEMENT

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>STUDENT FINANCIAL SERVICES ACCOUNT TECHNICIAN (Accounting Technician I)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment #:</td>
<td>#2216</td>
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<tr>
<td>Full/Part-Time:</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Employment Type:</td>
<td>Permanent</td>
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<tr>
<td>Bargaining Unit:</td>
<td>R07</td>
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<tr>
<td>Salary:</td>
<td>$2,710 - $4,489 per month</td>
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<tr>
<td>Department:</td>
<td>Student Financial Services</td>
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<tr>
<td>Available:</td>
<td>Immediately</td>
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<tr>
<td>Special Conditions:</td>
<td>Background/ Fingerprint and Credit Clearance</td>
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<tr>
<td>Sensitive Position:</td>
<td>Yes</td>
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<tr>
<td>Posted:</td>
<td>November 17, 2017</td>
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<tr>
<td>Closing Date:</td>
<td>December 1, 2017</td>
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**APPLICATION PACKET REQUIREMENTS**

This position requires (including those on campus) submission of:

- A standard CSU, Bakersfield job application (download at: [http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html](http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html))
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

Within Business and Administrative Services, Student Financial Services (SFS) assesses and collects student fees. The Accounting Technician I, under the general direction of the SFS Lead, performs tasks related to student accounts receivable. Provides a wide variety of information to student and to the general public regarding tuition & fees and student account status. Investigates and resolves issues related to student accounts. Posts charges, credits, and adjustments to student accounts.

**DUTIES:**

**Customer Service:**

- Assist students and the public at the SFS window by answering questions, including dispensing, accepting, & providing explanation of various forms/processes, such as, Installment Pay Plan, Student Emergency Loan, Miscellaneous Refund Application, Check Stop Payment Request, Petition for Reversal of Fees, IRS form 1098-T, and Book Voucher Requests.
- Answer SFS main phone line and communicate a wide variety of info to students, such as student account balance, student account service indicators, tuition & fee rates, payment options, and student refunding.

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California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
• Use knowledge of student accounts and investigative skills to direct students to appropriate resources on campus.

Post Entries to Student Accounts:
• Quickly and efficiently post charges and credits to student accounts.
• Accurately post corrections to student accounts and reapply payments as needed.
• Upload transactions to student accounts via PeopleSoft’s external file load functionality.

Run Reports & Compile Data:
• Run routine reports/queries to monitor accurate processing of student accounts.
• Accurately track a variety of departmental processes.
• Use spreadsheets to compile statistics & trends.

Other Job Functions:
• Open & distribute mail, maintain files, make photocopies, scan documents & perform other routine office tasks.
• Perform other job-related duties and special projects as assigned.
• Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

REQUIRED QUALIFICATIONS: Equivalent to one year of clerical accounting or financial record keeping experience and recent (within 3 years) customer service experience.
• Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
• Ability to use tact and diplomacy to effectively handle a broad range of sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts & problems.
• Ability to read, understand, and explain student accounts.
• Expertise in investigating and analyzing problems. Ability to anticipate problems and address them proactively.
• Ability to review, analyze, interpret, communicate, and apply policy and standards.
• Ability to collect, interpret, edit, and summarize data.
• Strong organizational and time management skills, ability to remain flexible to meet customer demand levels.
• Demonstrated ability to maintain a high degree of confidentiality.
• Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
• Good written and oral communication skills; thorough knowledge of English grammar, punctuation, and spelling with a demonstrated ability to produce professional communications that meet high standards for appearance, grammar, spelling, and clarity.
• Proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, and collaborative calendaring and email software.
• Working knowledge of or ability to quickly learn University infrastructure, academic and administrative structure, policies and procedures.
• Knowledge and competence in Microsoft Word, Excel, and PowerPoint.

PREFERRED QUALIFICATIONS:
• Experience in PeopleSoft Student Finance system.
• Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

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SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

MANDATED REPORTER: The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.